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ABSTRACT

This report on a survey of Association of Research Libraries (ARL) member libraries on building security and personal safety policies examines three areas in detail: (1) general building security (access to the building, key distribution, patrols or monitors, intrusion prevention, lighting, work environment after dark); (2) problem behavior (noise, disorderly conduct, abusive and/or criminal behavior); and (3) emergencies (power outage, bomb threat, fire, natural disaster). The survey results indicate that fewer libraries have developed policies to protect the general security of the building than any other security matter, but this may be because such plans are coordinated by a university-wide security division on some campuses. Although academic libraries have had to deal with an increased incidence of problem behavior in the last decade, the survey shows that it is more common for libraries to have policies governing more severe forms of problem behavior that threaten life or property than for the milder forms which affect the rights of individuals to work undisturbed in libraries. Yet library personnel often insist that they need better guidance in handling milder forms of problem behavior than for severe forms which require police protection. Policies and procedures governing emergencies and disasters are far more common than those dealing with general building security or disruptive behavior. Although many of these policies tended to emphasize damage to library materials and salvage procedures, more recently policies have also begun to address life-protecting measures in the event of emergencies. Examples of 31 building secruity and/or personal safety policies from 21 universities are included in the kit, and 31 references are provided. (EW)

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* * *

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spec flyer
#150 - January 1989
OMS
Systems and Procedures Exchange Center
ISSN 0160 3582

BUILDING SECURITY AND PERSONAL SAFETY

By Karen Havill Bingham, Assistant to the Director of Departmental Library Services, University Library, University of Illinois at Urbana-Champaign

Security in academic libraries historically has focused on safeguarding collections against theft and vandalism. Library security today is more complex, extending beyond the traditional concern with loss and mutilation of property to encompass building security and employee/patron safety. In a 1988 SPEC survey, 75 percent (55) of the 73 responding Association of Research Libraries (ARL) members had developed or revised security and safety policies in the past five years.

Management has become aware of the need to provide a safe working environment and unrestricted user access to resources.

In contemporary society, there are numerous conditions which adversely affect the quality of work life. Librarians may be confronted not only with fire, flood, theft, and vandalism, but with a range of problem behaviors and situations from smog alerts and bomb threats to verbal abuse and disturbed behavior. Management has become aware of the need to provide a safe working environment and unrestricted user access to resources.

SURVEY BACKGROUND/RESULTS. This flyer and kit addresses management and personnel issues related to building security, problem behavior, emergencies, and other events which affect the well-being of people in the library. (SPEC Kit #144, May 1988, *Building Use Policies*, deals with policies on food and drink, smoking, and building aesthetics). To investigate the current policies and practices of ARL members concerning building security and personal safety, SPEC issued a call for documents in April 1988. Seventy-three libraries responded, with fifty-five indicating that they had developed or revised their procedures within the past five years.

The survey asked that libraries submit policies, procedures, plans, committee reports, and other documents in three areas: 1) general building security (access to the building, key distribution, patrols or monitors, intrusion prevention, lighting, work environment after dark); 2) problem behavior (noise, disorderly conduct, abusive and/or criminal behavior); and 3) emergencies (power outage, bomb threat, fire, natural disaster).

Forty-nine of the seventy-three libraries submitted documents describing policies, guidelines or procedures for staff to follow when building security or personal safety are at risk. Another seven libraries reported that they are developing some type of security policy.

GENERAL BUILDING SECURITY. The survey results indicate that fewer libraries have developed policies to protect the general security of the building than any other security matter. Only 19 libraries responded that they have written policies or procedures prescribing access to the building; 17 have written key-distribution rules; 17 have written guidelines about patrols and monitors in the building; 7 have written intrusion prevention procedures; and 3 have written provisions concerning lighting and the work environment after dark.

The relatively low numbers may be due in part to the fact that on some campuses, such plans are coordinated by a university-wide security division. Even so, the protection provided by campus personnel often is deemed lacking by the library, which must cope with the consequences of inadequate patrols by student volunteers or overworked and understaffed campus police. In many cases library staff may be forced to handle violations of security policy on the spot and without assistance.

Job descriptions indicate that some libraries have hired their own patrols or monitors to oversee access to the building and orderly behavior. Such practices range from engaging a professional security service for twenty-four hour surveillance (one reporting library), to the more common custom of hiring student monitors or patrols during peak activity periods or at night.

Other libraries are dealing with security problems by developing written policies that outline staff responsibilities and provide listings of campus resources which are available for both crisis situations and longer-term measures.

Finally, a few libraries are establishing safety and emergency committees to address the problems associated with security, disruptive behavior, and emergencies. Although very few libraries appear to have addressed all the issues in a comprehensive plan, at least three responding libraries submitted

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documents describing the roles of such committees or task forces in developing policies, reviewing and establishing procedures, and educating library employees.

Academic libraries, too, are dealing with increased incidence of disruptive, violent and threatening behavior.

PROBLEM BEHAVIOR. In the last decade, problem behavior in libraries has received considerable attention in the literature, particularly as it occurs in public libraries. Academic libraries, too, are dealing with increased incidence of disruptive, violent and threatening behavior. In the 1988 SPEC survey, 22 libraries indicate that they have written policies for dealing with criminal behavior (usually theft, vandalism or assault); 20 have policies advising staff how to handle abusive behavior (harassment, hostility, obscene phone calls, and abusive language); 19 have policies governing disorderly conduct (intoxication or loitering); and 15 have noise regulation policies.

These findings indicate that it is more common for libraries to have policies governing the more severe forms of problem behavior that threaten life or property, than the milder forms which affect the rights of individuals to work undisturbed in libraries. It appears that the former circumstances generally are regarded as serious enough to warrant written guidelines for staff, as well as immediate intervention by law enforcement personnel, while library staff are more often left to devise their own methods of managing the latter. Yet, library personnel often insist that they are in need of better guidance in handling milder forms of problem behavior than for severe problems which, by their very nature, require police assistance.

Several libraries have developed written guidelines to aid library staff in coping with persons who manifest annoying, inappropriate or threatening behavior. As with building security policies, often there are references to campus resources—both short-term and long-term—to call upon for help.

A comprehensive guide, *Patron Relations: A Manual for Library Staff*, developed and copyrighted by the UCLA Libraries (see the kit's Selected Reading List) is notable for its detailed advice on handling typical threats and problem behaviors. Such guidelines can do much to avert serious consequences and reassure employees who are inexperienced or uncertain about how to cope with conduct violations and threats to the personal safety of library users or staff.

EMERGENCIES. Policies and procedures governing emergencies and disasters are far more common than those dealing with general building security or disruptive behavior. Thirty-seven libraries report written policies on fire; 34 on bomb threats; 31 on natural disasters; and 27 on power failures. These figures indicate that, although they may have no other policies concerning security, many libraries have considered the consequences of fire and water damage to their collections and spell out salvage procedures in disaster handbooks or manuals. It appears that the increasing interest in preservation of materials has prompted the development of guidelines for these disaster and salvage programs. In fact, documents received suggest that it is common for libraries to have far more detailed guidelines and emergency plans for the preservation and salvage of library materials than for the protection of human life.

It is common for libraries to have far more detailed guidelines . . . for the preservation and salvage of library materials than for the protection of human life.

Recently, however, the growing recognition of the importance of work conditions and the rights of staff and users to a safe environment has provoked more libraries to develop policies and procedures governing life-protecting measures to be taken in the event of emergencies. Many libraries submitted official documents which describe notification and evacuation procedures to be followed by staff during emergencies. A number of documents outlined steps to be taken during specific events such as natural disasters, fire, bomb threats, power failures, medical emergencies, collapsed shelving, and elevator alarms. Such policies and procedures are necessary if human safety is to be protected fully. Staff training programs and practice or rehearsal drills simulating emergency situations are equally important, although few such programs were reported in the documents received.

TRENDS AND MANAGEMENT ISSUES. Library administrators and staff are giving increased attention to the human safety factor in developing security programs for their institutions. Although emergency procedures are common and usually contain evacuation instructions, it must be noted that disaster preparedness plans to protect and salvage materials are often more comprehensive and detailed than emergency plans to protect human life. Finally, policies and procedures about management of problem behavior are becoming more common, yet most library employees receive little guidance on campus resources and appropriate measures for handling difficult behaviors.

It cannot be assumed that personnel can independently acquire the skills to cope with difficult people and situations....

It cannot be assumed that library personnel can easily or independently acquire the skills necessary to cope with difficult people and situations on the job. Information on campus resources, guidelines regarding appropriate actions, training in specific skills, and support from administrators and supervisors are all important steps toward ensuring the safety and well-being of employees and providing unrestricted access to library resources for users.

The SPEC Kit on Building Security and Personal Safety (#150, January 1989) contains survey results, four general security documents, eight descriptions of security personnel responsibilities, six policies regarding building security, eight examples of problem-behavior policies, five emergency procedures, and a selected reading list.

***

This flyer/kit was prepared as part of the OMS Collaborative Research Writing Program.

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Kit #150
January 1989

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SPEC SURVEY

System and Procedures Exchange Center
OMS
Office of Management Studies, Association of Research Libraries
• 202-232-8656

April 1, 1988

TO: SPEC Liaisons

FROM: SPEC Center, Maxine Sitts, and
Karen Bingham, University of Illinois

RE: Call for Documents on Building Security
and Personal Safety

During the past several months, a number of ARL libraries have requested information on events, policies and procedures that affect building and personal security in libraries. Library security has become a complex issue which extends beyond security of collections to encompass building security and employee/patron safety.

Your response to the ONE question, and -- more importantly -- the documents you submit, will form the basis for a SPEC Kit and Flyer to be produced within the next six months.

Return the checksheet and documents **by May 1, 1988** directly to Collaborative Researcher/Writer:

Karen H. Bingham, Assistant to the Director
of Departmental Library Services
University of Illinois at Urbana-Champaign
246A Library
1408 W. Gregory Drive
Urbana, IL 61801

If you have questions, please call Karen at (217) 333-0317.

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CALL FOR DOCUMENTS
BUILDING SECURITY AND PERSONAL SAFETY

Name/Title of Respondent _____

Phone (____)_____

Institution/Library Summary (73 respondents)

For a 1988 SPEC Kit on Building Security and Personal Safety, please return readily-available policies, procedures, plans, committee reports, and other documents related to the following issues. If you wish to include additional comments, feel free to use the back of this form, or attach pages.

****

INITIAL QUESTION

In the past five years, has your library developed or revised policies governing building security or employee/patron safety?

55 YES ____ NO

	Documents? Yes	No
General Building Security		
Access to the building	19	____
Key Distribution	17	____
Patrols or monitors	17	____
Intrusion alarms	7	____
Lighting	3	____
Work environment after dark	3	____
Other (describe)	____	____
Disruptive Behavior		
Noise	15	____
Disorderly conduct (intoxication, loitering)	19	____
Abusive behavior (harassment, hostility, obscene phone calls, abusive language, other "problem behavior"	20	____
Criminal behavior (theft, vandalism, sex crimes, mugging, etc.)	22	____
Other (describe)	____	____
Emergencies		
Power outage	27	____
Bomb threat	34	____
Fire	37	____
Natural disasters (flood, tornado, hurricane, earthquake, etc.)	31	____
Other (describe)	____	____

GENERAL SECURITY

COLORADO STATE UNIVERSITY LIBRARIES

TO: Libraries Staff DATE: July 14, 1982

FROM: Director of Libraries

SUBJECT: Security Responsibilities of Libraries Employees

I. POLICY

A key responsibility of an employee is participation in the security of the Libraries. While an employee is not expected to be a police officer, s/he should play an active role in safeguarding people and materials. Helping to maintain the security of the Libraries' patrons and collections is part of an employee's job. Pertinent Colorado statutes and University regulations appear in the Appendix to this policy and procedure statement.

There are several definitions which are necessary in order to interpret fully those policies and procedures, to wit:

A. Security problems:

1. Mutilation, destruction or theft of property in the library.

2. Assault or harassment on one person by another (harassment includes following someone).

3. Library materials which appear out of place.

4. Persons in unauthorized areas.

5. Any disturbance which inhibits the normal use of the library (rowdiness, noise, offensive sexual behavior, etc.)

B. Staff members: state classified or faculty employees.

C. Student workers: part-time non-state classified employees.

II. PROCEDURES

A. Staff Responsibilities

A staff member's responsibility for security is to protect people and property and to insure the normal operation of the Libraries. Staff members should take appropriate action to accomplish this task, depending upon the circumstance. The staff member should be aware that the Circulation staff and/or the University Police are available for backup.

Whenever circumstances dictate, a staff member should confront an individual and ask for identification as well as the nature of

his/her activity. If the person refuses to give a satisfactory answer, the staff member should tell the person that s/he is in violation of University rules and is subject to discipline. If the person refuses to comply, the staff member should report to the Circulation Department (Loan Desk personnel), whereupon the staff will contact University Police.

There are numerous specific situations in which these procedures should be implemented as follows:

1. Mutilation

   When a staff member suspects that a person is mutilating library materials and/or equipment, the staff member identifies him/herself to that person as requests that s/he desist. The individual is then escorted together with the mutilated material to the Loan Desk where the staff will contact University Police.

2. Theft

   The staff member should observe the alleged thief carefully and report to the Circulation Department (Loan Desk). The suspect should not be confronted directly, however. (NOTE: according to the Colorado law, concealment is intent to steal.)

3. Assault/harassment

   The staff member should escort the complainant to the Circulation Department (Loan Desk), whereupon the University Police will be called.

4. Hidden or out-of-place library material

   The staff member should report the specific location of this material to the Circulation Department (Loan Desk).

5. Unauthorized areas (i.e., a secured area or an area not normally accessible to that person)

   The staff member identifies him/herself to anyone found in an area not normally accessible. The person should be asked why s/he is in the area. If the person gives an unsatisfactory answer, s/he should be asked to leave the area. If the person refuses to leave, the situation should be reported to the Circulation Department (Loan Desk).

6. Disturbances

   If disturbances such as loud noise or deviant behavior are observed, the situation should be reported to the Circulation Department (Loan Desk) for action.

B. Student Assistant Responsibilities

When a student worker sees what might be a security problem, s/he should take no direct action (i.e., confronting the perpetrator). Instead, the student worker should observe the action quickly but thoroughly (i.e., a who, what, where description) and report to the nearest public service point or to a full-time staff member.

LWA/MU:rl

Appendix

ADMIN: 108-82

APPENDIX

There are several Colorado Revised statutes and University regulations which pertain to security in the Libraries as follows:

1. Basic powers of CSU to provide security: CRS 18-9-109, 18-9-110, 18-9-117; Academic faculty and administrative/professional staff manual, section E. 2,4.3 "Policy on Disruptive or Obstructive Classroom Behavior," Colorado State University Bulletin. General catalog 1981-82 "Standards of conduct" p.211.

2. Liability for not providing security (i.e., being an accomplice): CRS 18-1-602.

3. Protection of staff members in confronting individuals of wrong doing: CRS 16-3-202, 18-4-406, 18-4-497 (University Police has stated that these three statutes cover state employees as well as private citizens).

APPENDIX [illegible]

Committee on Library Safety and Emergencies

A. Purpose

To assist the library in planning for and preparing to meet effectively all emergency situations in Alderman and in the branch and area libraries and in taking reasonable precaution to prevent emergency situations.

B. Membership

Membership shall include one representative from every department and appointment shall be designed to achieve a balanced representation among all widely-used classifications in the library (clerical, library assistant) and among faculty rankings and/or administrative rankings. Members shall normally be appointed by the University librarian for a two-year term. Terms shall be staggered to provide continuity. Reappointment for successive terms is permitted.

C. Meetings

The Committee will establish its schedules based on its activities. At a minimum the committee will meet quarterly.

D. Responsibilities

1. To review and regularly update the University of Virginia Library's Emergency Procedures Manual.

2. To assist branch and area libraries in developing specific emergency and evacuation plans.

3. To review and approve, annually, specific emergency plans as well as regular safety reports filed by individual libraries.

4. To coordinate library emergency planning with appropriate university and city authorities.

5. To arrange for staff training in first aid, fire fighting and CPR and to maintain a current listing of trained staff.

6. To prepare a standard list of equipment for emergency--preparedness for each library and to see that each library is supplied with said equipment.

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7. To prepare a safety checklist to be periodically completed by Committte members or by departmental representatives.

8. To assure in conjunction with the Staff Development Committee that new staff are oriented in safety and emergency procedures.

9. To hold "post-mortems" of actual emergencies and to revise procedures accordingly.

10. To prepare an annual report to be submitted to the University Librarian.

Current Committee Members 1987-88

Pam Howie
Barbara Jackson, Chair
Ervin Jordan
Debbie Kirby
Doug Moseley
George Riser
Chris Sclater
Margarita Wuellner
Sajjad Yusuf

L-86-21
APPROVED POLICY

WASHINGTON STATE UNIVERSITY LIBRARIES

SAFETY COMMITTEE

According to WSU regulations the Libraries' administration is responsible for the establishment of a health and safety committee.

Composition and Tenure:

Membership runs with the calendar year (January to December). Committee members serve a 2-year term and are selected by unit staff in the following areas:

Education Library (1 representative)
Owen Science and Engineering Library (1 representative)
Vet Med/Pharmacy Library (1 representative)

Holland Library (5 representatives as follows):
- Reference, ILL, Ref Work Area, Microforms (1 representative)
- Serial Record, Circulation, Copy Center, LAO (1 representative)
- Instructional Media Services (1 representative)
- Disabled Student Services (1 representative)
- TSD and MASC (1 representative)

Ex officio members are:
- Assistant Director for Admin. Services
- Head, Owen Science & Engineering Library
- Library Collection Supervisor (Kimberling)

Functions:

1. Promote and publicize safety

2. Review safety inspection results to ensure that problems have been alleviated.

3. Review accident reports to note trends and determine means to prevent recurrences.

4. Review new or revised fire codes.

5. Establish and review emergency procedures for the Libraries.

6. Accept and evaluate employee suggestions.

7. Refer unresolved safety problems to the University Health and Safety Committee.

8. Address other safety and health related issues regarding the WSU Libraries.

Meetings:

The Libraries' Safety Committee is required to meet at least once every two months. Printed agendas are sent to Safety Committee members, the Director and DC members. Minutes of the meetings are distributed to Safety Committee members for routing in the units they represent, the Director, Director's Council members, and to the WSU Safety Office.

Reports to:

The Safety Committee reports to the Assistant Director for Administrative Services, WSU Libraries.

University of Waterloo

SAFETY & EMERGENCY PROCEDURES COMMITTEE

TERMS OF REFERENCE

1. OBJECTIVES

The primary objective of the Committee is to promote a safe working environment within the Library and inform staff members of what action(s) to take in the event of an emergency.

2. MEMBERSHIP

Coordinator, Administrative Services - Chairman
Associate Librarian, Public Services
Associate Librarian, Planning & Systems
Coordinator - Information Services
Head, Special Collections Department
Library Facilities Supervisor - Secretary
Coordinator - Collections Management
Chairman, Library Staff Advisory Council
Other members of Library staff may be invited at the chairman's discretion.

3. TERMS OF REFERENCE

a. To maintain an up-to-date safety manual for all library staff.

b. To develop and maintain an emergency procedures manual for use by selected library staff in the event of a major emergency or disaster such as fire or flood.

c. To communicate with appropriate members of Plant Operations and the Health & Safety Office.

4. MEETINGS

The Committee will meet at the call of the chair.

5. MINUTES

The secretary will keep and distribute minutes of the meetings.

6. CURRENT MEMBERSHIP

SECURITY PERSONNEL

Preliminary draft of information towards forming a Handbook for Student Security Assistants. 11-84

PURPOSE:

The Mugar Library Security Staff was established to provide a safe and secure atmosphere within the Library. This was done by requiring an ID process for entry to the building. The Staff is also responsible for helping the Library retain their materials by holding down the theft of Library materials. The Staff was enlarged to include walking tours in the building, to help students observe Library regulations, in addition to assisting the regular Staff in routine desk duties.

JOB DESCRIPTION:

Student employees shall carry the title of Student Security Assistants 1. They are expected to display professional conduct, courtesy and appearance at all times. The function of Security Assistants 1 is to provide support coverage of all aspects of the Security Staff functions. They should become thoroughly familiarized with Library and University policies re entry requirements, exit procedures, emergency procedures and building regulations. Assistants should avail themselves of different Library locations, Offices, general stacking, periodicals, copy machines, etc. This will enable them to provide the necessary correct information to patrons when asked specific questions.

POLICIES AND PROCEDURES:

Attendance- Student employees will be available on a schedule established by the Supervisor of the Department. Said schedule will be based, as much as possible, around classes. Once hours are established, employees are expected to be on time and to adhere to their schedules.

Attire- Security Assistants are expected to be appropriately dressed, mindful of the fact that they may be the first or last person seen by patrons. (NO SHORTS are permitted at any time.) Name tags must be worn while on duty, and identifying articles of attire, supplied by the Library, will be worn.

Breaks- Generally speaking, Student Workers are entitled to Five (5) minutes break time for each hour they work BEYOND A THREE (3) HOUR DURATION. This time may be taken, as necessary, in cooperation with the regular Staff Workers. Break time MAY NOT be stockpiled from day to day. If not taken during

the assigned tour of duty, time may not be recouped at a later time.

Log Books- Every Security Assistant reporting for duty must sign in and out, in the Log Book provided for this purpose. This becomes a record of hours worked each day. Any incidents requiring a report re the Book Detection Alarm System, should be written in the special Black Note Book established for such purposes. The report should be short and concise, relating all the facts pertaining to the incident.

Manual- There is a notebook covering all aspects of the Security Desk procedures. The coverage includes access, with as many sample ID's as possible that allow usage; exit procedures, with examples of the different kinds of charge-out slips; instructions on the handling of the various passes used for the Library, with samples; and as much general information as possible about the Security Desk.

Panic Alarm- Located under the entry side counter at the Security Desk. This is a silent alarm direct to the Campus Police Headquarters at 32 Gaffney Street. This device is just what it states; it is a panic alarm and is only to be used in life-threatening situations. Care should be exercised by Staff Members not to activate this alarm by mistake. To operate this device, it is necessary to push the button located on the bottom of the case, inward. This alarm then prints out at Gaffney Street and uses the telephone line. As a result, the telephone is not operable for a period of two to three minutes. Generally, when the line clears, the Campus Police will call to ascertain the nature of the problem, as they are dispatching a patrol car. Upon the arrival of the Campus Police, they will then reset the alarm. Again, please be careful and do not attempt to use this device unless a real emergency exists.

Payday- Checks for all Student Assistants are generally available at the Security Desk on Friday mornings at approximately 10:00 A.M. These checks will reflect the previous week's hours. If, when leaving on vacations, for graduation or the end of the semester, the student wishes to have his/her check mailed to a home address, then a stamped, self-addressed envelope should be left with the supervisor for mailing.

Reports- Incident Reprot Forms are kept at the Security Desk. Any incident that occurs that requires a report of any kind should be written on these forms. One must be sure of the facts on these

reports. (These should not be confused with the Log Book for the book alarm system.)

Schedules- As stated, student schedules are made around their availability from class scedules. We recognize that a student's primary objective are his/her classes and working toward a degree. However, once a schedule is established, it should be followed. Non-employees, such as friends or roommates , may not attempt to cover anyone's hours. If there should be a scheduling conflict, the Supervisor must be made aware and approve any switch of hours by staff members.

Sensor Alarm- All Periodicals, Reference Books, Journals and a great many of the rest of the Library's collection, are all equipped with a magnetic sensor tape. This tape, if the books are not desensitized at Circulation, will activate the alarm (beeping sound) and the exit arm will lock. Security Staff on duty must determine what has caused the alarm to ring. All materials will be thoroughly checked. Materials that do not circulate will never be desensitized and are marked "Does Not Circulate," either by sticker on the front of periodicals, or stamped inside certain books. None of these should be allowed to leave, except when covered by special circumstances discussed in the manual. If it should be proved that books were not desensitized at Circulation, but are properly checked out, there is a small desensitizing panel located under the counter on the exit side of the Security Desk. Security Staff may use this to handle regular circulating materials, rather than having the patrons return to the Circulation Desk. If the books are not properly checked out, patrons must return to ther Circulation Desk to check the books out properly. Any other circumstances must be reported in the Black Log, as per the manual.

Telephone- There is a telephone provided at the Security Desk for business purposes ONLY. No personal calls are allowed and other calls should be kept short, so that the line is available. Outside calls for entry regulations are transferred to the Secuirty Desk for information. Employees should know the requirements and be able to provide this necessary information to callers, being courteous and polite. NON-Security Staff members may not use the phone for any reason.

Time Records- There are weekly time sheets kept in the sign-in log book. It is each Student Worker's

responsibility to fill in his/her hours worked each week. Neglecting to do so could result in non-payment of hours for that week. Student employees are limited to twenty (20) hours of work per week by University regulations, through the Work Study or Student Employment Fiscal Offices. Total time worked through the Fall and Spring semesters will be determined by the size of a student's work study grant.

Walking Tours- As part of the Security Staff's function, walking tours of the building should be undertaken as often as possible. Certain staff members will patrol the building during their tour, enforcing University and Library regulations. Other staff members will be used to add coverage at times, utilizing Security Desk Staff during very slow periods at the entry and exit. All Security Staff Members have the same authority to enforce the regulations.

Misc.- There is NO SMOKING, EATING or DRINKING of beverages allowed in the Library. This is especially true at the Security Desk. All Security Employees are expected to set the example for the patrons of the Library. There is no sleeping, card playing or drug use allowed while on duty, in addition to the first sentence. Anyone could be subject to dismissal for violation of any of the regulations. Newspapers are not allowed to be spread all over the Security Desk counter. This is a work areaand is expected to look like one.

POSITION TITLE: Library Security Coordinator

IMMEDIATE SUPERVISOR: Rita Rogers (in cooperation with coordinators assigned by UGLS, GPD, and the Reference Department)

NORMAL WORKING HOURS: 3:00 p.m. to Midnight; Sunday through Thursday. Some flexibility in lunch and working hours may be dictated by the demands of the work.

1. GENERAL SUMMARY OF DUTIES:

Under the general supervision of the Assistant Head, Circulation Services Department, the Library Security Coordinator's primary responsibility is to develop and coordinate the Library Security program in the Main Library. This includes, but is not limited to, the hiring, training, supervising, and evaluating of part-time staff, the enforcing of the program, the coordinating of the program with participating departments within the Main Library and with other offices outside the Library, and the evaluating of the program.

I. A. Daily or Near Daily

- coordinates library monitor activities with other departments and libraries within the Main Library
- supervises library monitors and arranges for substitutes as needed
- reviews incident reports written by monitors and sends appropriate cases to the Office of Student Rights and Responsibilities
- manages budget for library monitors
- interprets and enforces library policies and standards concerning infringements of noise, food/drink, smoking, and chewing tobacco.
- prepares daily statistics which include, but are not limited to, incident reports by type, by first and second occurrence, and library use by tower at specified times
- maintains records of violators' names and ID numbers and reports on chronic problems
- responds orally and in writing to complaints from library users and staff about security issues. Keeps units involved informed and provides them copies of correspondence

B. Periodic

- interviews, hires, and schedules student staff
- trains and evaluates student staff and IUPD cadets
- reviews and recommends pay rate increases for library monitors
- reviews and drafts revision of policies, forms, and signs with input from library units
- participates in the setting of goals and standards for the security program, develops methods for evaluating the program, and carries out both ongoing periodic review of the program's effectiveness and the final program evaluation. Initiates open discussion with library units involved in the program at all stages in this process
- develops and maintains contact with IUPD and the Office of Student Rights and Responsibilities
- meets regularly with representatives from other Main Library units to discuss the program and measures to assure its effectiveness
- attends and participates in departmental staff meetings

III. SKILLS, SPECIAL ABILITIES, AND SPECIAL KNOWLEDGE DEMANDED FOR THE PERFORMANCE OF DUTIES

- ability to plan, organize, and supervise
- ability to communicate clearly and tactfully with a wide variety of individuals and groups
- ability to enforce policies firmly and tactfully
- ability to properly assess and respond quickly and effectively to all situations
- ability to maintain accurate records
- ability to work under pressure and meet deadlines
- ability to work independently
- ability to develop and evaluate a program
- training in first aid, desirable

UNIVERSITY OF NOTRE DAME
UNIVERSITY LIBRARIES

University of Notre Dame

POSITION TITLE: Library Monitor, University Libraries

OCCUPATION CLASS: G I

RESPONSIBILITIES:

Responsibilities of this position include the monitoring of the Memorial Library building and the collections of the library, the observance of the use of the building and of the collections, and the achievement of compliance with university and library rules and regulations concerning the use of Memorial Library and its collections by users and patrons.

RELATIONSHIPS:

Performs the duties of this position under the direction of the Supervisor of the Library Monitor Staff. Must be able to communicate properly and effectively with employees of the library and the university and with users and patrons of Memorial Library.

STATEMENT OF DUTIES:

This position's responsibilities are grouped as follows:

a. Monitoring.

Opens and closes the Memorial Library building at the appointed times-including related tasks.

Monitors the building and premises as necessary and in accordance with established schedules, procedures and regulations.

Services the photocopy machines when the Copy Service Center is closed, adding paper as needed, and correcting minor problems when necessary.

b. Staffing the Exit Control station.

Inspects all University Libraries' materials which are about to be taken out of the Memorial Library to verify that they are properly recorded and approved for loan and/or removal from the library.

Inspects all briefcases, packs or other parcels to confirm all University Library materials have been presented for inspection.

Reads turnstile counters as required by the current schedule and records the library usage totals for statistical reporting.

c. General.

Provides assistance and back up to the Supervisor when required.

Provides information and/or assistance for Memorial Library lost and found procedures.

Logs in all unusual activities or situations and also provides Supervisor with additional details-as required.

Standards for Monitors

Personnel utilized as monitors need to meet these standards while working. Evaluation of work performance is dependent upon the meeting and/or surpassing of these criteria.

1. Positive attitude toward job expectations: courteous, positive, understanding but firm. You are representing the library.

2. Knowledge in reference to library policies.

3. Adherence to work schedule.

4. Ability and willingness to approach violator of policy.

5. Ability and willingness to work closely with Supervisor.

6. Ability and willingness to follow instructions and complete duties as assigned.

7. Ability and willingness to follow routines as specified.

8. Ability and willingness to complete paperwork and submit for approval at the end of a work shift.

9. Ability to determine when a problem should be referred to the Supervisor.

10. Ability to react calmly in emergency and stressful situations.

11. Willingness to make appropriate changes as directed by the supervisor in order to improve skills as monitor.

Problems and Procedures for Handling Them

There are three types of problems the monitor may encounter in the Library; they are 1) those that are illegal and require legal attention, usually IUPD but can be handled "in house," 2) the result of a building system problem or failure, and 3) people in violation of library policies. The latter category can be seperated into two groups: those that infringe upon the rights of other patrons and are contrary to the "mission statement" of the library and those that can lead to accidental destruction of and/or damage to library materials.

In the following pages each of these problems will be explained and illustrated and procedures for handling situations will be given.

ILLEGAL ACTIVITIES: In all cases of illegal activities, the monitors will notify the supervisor who will call IUPD immediately, giving a description of the activity and name (if known) of the offender. In all instances the monitor will complete a incident report. All reports of incidents involving IU students will be sent to the Office of Student Rights and Responsibilties Department Head. All incidents except for #'s 1 and 6 may be reported by the Dean of Libraries to the IU attorney's for prosecution.

1. Defacing library property (including books) with pen or pencil. Monitor will ask for identification and take person to Supervisor.

2. Mutilation of library property (including books, furniture, equipment, walls). Monitor will ask for identification and take person to Supervisor.

3. Discovery of stolen library property (including books). Retain stolen property, if possible. Ask for identification and take person to Supervisor.

4. Fire. If a monitor observes a person setting a fire, s/he should notify Supervisor immediately. Supervisor will call IUPD>

5. Theft of library property (if person is caught in the act). Monitor should take person to Supervisor who will call IUPD.

6. Illegal activities directed against a library patron. The monitor will accompany the patron to the Supervisor who will, in turn, assist the victim. If the victim's not willing to talk to IUPD, there is little that can be done by library staff. Examples of this type of activity include exhibitionism, harassment and theft of personal property. For further information, check the Department's Emergency Procedures Manual.

BUILDING EMERGENCIES: In all cases of building emergencies (including such problems as total or limited power failure and fire alarms) all monitors will report to the Supervisor on duty for assignment and will assist as deemed necessary.

Duties for assigned stack floor Monitors

RC1011 UGL 4
RC 9 3
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1. Maintian high visibility: your main function is to hear and see and be seen. You are to cause as little noise as possible. When approaching patrons, speak quietly and briefly; if anyone wants to engage you in long/or detailed explanations of policy and procedures, ask them to accompany you to the stairwell or ask them to contact your supervisor.

2. Take the designated floor counts as close as close as possible to the times specified. A variation of no more than 3 to 5 minutes is acceptable. Whenever you pickup the clipboard, you need to make sure the "count sheet" is on it.

3. Make a tour of the assigned floor(s) at least every 15 to 20 minutes. Do not follow the same route everytime; it is not necessary to attempt speed records on these tours. You need to check all areas of the floor.

4. Approach patrons who are in violation of library policy or policies. These people are to be handled politely, intelligently, with understanding but also firmly. They are not criminals but only violating acceptable standards of behavior. You are to inform them of the policy violated and the consequences of this violation and subsequent ones and make a written record of these actions.

5. Check at least once per night any door in your assigned area that is to be locked. If they are locked, there is no problem; if unlocked inform the coordinator. If you notice any windows open, inform the coordinator.

6. Be alert for any kind of deviant behavior, obtain a good description of people involved and notify the coordinator as soon as possible. Do not approach the patron until the coordinator is available.

7. Be alert for any kind of malfunctions or physical hazards that are present in your area; this includes broken furniture, light fixtures, etc. These need to be reported (in writing) to the coordinator when possible. Give specific locations of these.

8. Be alert for any kind of smoke or water problems. These may indicate major problems and need to be reported to the

coordinator immediately. If these are noticed, do not hesitate to call him/her.

9. Personal conversation and studying is not acceptable behavior for monitors in the stack area.

Duties for assigned floor Monitor

RC 1-2

1. Maintian high visibility: your main function is to hear and see and be seen. You are to cause as little noise as possible. When approaching patrons, speak quietly and briefly; if anyone wants to engage you in long/or detailed explanations of policy and procedures, ask them to accompany you to the stairwell or ask them to contact your supervisor.

2. Take the designated floor counts as close as close as possible to the times specified. A variation of no more than 3 to 5 minutes is acceptable. Whenever you pickup the clipboard, you need to make sure the "count sheet" is on it.

3. Make a tour of Government Publications and Reference Room at least every 20 to 25 minutes. You also need to check in the Lobby at least once every 30 minutes. Do not follow the same route everytime; it is not necessary to attempt speed records on these tours. You need to check all areas of the floor.

4. Approach patrons who are in violation of library policy or policies. These people are to be handled politely, intelligently, with understanding but also firmly. They are not criminals but only violating acceptable standards of behavior. You are to inform them of the policy violated and the consequences of this violation and subsequent ones and make a written record of these actions.

5. Check at least once per night any door in your assigned area that is to be locked. If they are locked, there is no problem; if unlocked inform the coordinator. If you notice any windows open, inform the coordinator.

6. Be alert for any kind of deviant behavior, obtain a good description of people involved and notify the coordinator as soon as possible. Do not approach the patron until the coordinator is available.

7. Be alert for any kind of malfunctions or physical hazards that are present in your area: this includes broken furniture, light fixtures, etc. These need to be reported (in writing) to the coordinator when

possible. Give specific locations of these.

8. Be alert for any kind of smoke or water problems. These may indicate major problems and need to be reported to the coordinator immediately. If these are noticed, do not hesitate to call him/her.

9. Personal conversation and studying is not acceptable behavior for monitors in the stack area.

UGL-1

1. Maintian high visibility; your main function is to hear and see and be seen. You are to cause as little noise as possible. When approaching patrons, speak quietly and briefly; if anyone wants to engage you in long/or detailed explanations of policy and procedures, ask them to accompany you to the stairwell or ask them to contact your supervisor.

2. Your primary area of responsibility is that located infront of the 1st floor elevators, the entrance to UGL and the vicinity of the reference desk and card catalog area. It is possible you may not need to write any reports because this is a "low talking" area. However you are to limit the amount of social conversation taking place and stop all food and drink from being taken into the UGL stacks. In these instances, tell them to go to the lobby.

3. You need to be alert and hold personal conversations to a minimum; studying is not permitted.

Duties for Tower Rovers

1. Maintian high visibility; your main function is to hear and see and be seen. You are to cause as little noise as possible. When approaching patrons, speak quietly and briefly; if anyone wants to engage you in long/or detailed explanations of policy and procedures, ask them to accompany you to the stairwell or ask them to contact your supervisor.

2. Take the designated floor counts as close as close as possible to the times specified. A variation of no more than 3 to 5 minutes is acceptable. Whenever you pickup the clipboard, you need to make sure the "count sheet" is on it.

3. Because of the size of the towers, it is difficult to cover thoroughly the East Tower in less than 35 to 40 minutes and the West Tower in less than 15 to 20 minutes. You are still expected to complete these tours as soon as possible. In

each Tower be sure you spend some time near each entrance (remember the high visibilty). Do not follow the same route each time; speed is not a factor. You still need to check all areas of the floor.

4. Approach patrons who are in violation of library policy or policies. These people are to be handled politely, intelligently, with understanding but also firmly. They are not criminals but only violating acceptable standards of behavior. You are to inform them of the policy violated and the consequences of this violation and subsequent ones and make a written record of these actions.

5. If floor monitors are not to be on duty during your work shift, check any door in your assigned area that is to be locked. If they are locked, there is no problem; if unlocked inform the coordinator. If you notice any windows open, inform the coordinator.

6. Be alert for any kind of deviant behavior, obtain a good description of people involved and notify the coordinator as soon as possible. Do not approach the patron until the coordinator is available.

7. Be alert for any kind of malfunctions or physical hazards that are present in your area; this includes broken furniture, light fixtures, etc. These need to be reported (in writing) to the coordinator when possible. Give specific locations of these.

8. Be alert for any kind of smoke or water problems. These may indicate major problems and need to be reported to the coordinator immediately. If these are noticed, do not hesitate to call him/her.

9. Personal conversation and studying is not acceptable behavior for monitors in the stack area.

Duties for Building Rover

1. Maintian high visibility; your main function is to hear and see and be seen. You are to cause as little noise as possible. When approaching patrons, speak quietly and briefly; if anyone wants to engage you in long/or detailed explanations of policy and procedures, ask them to accompany you to the stairwell or ask them to contact your supervisor.

2. Take the designated floor counts as close as close as possible to the times specified. A variation of no more than 3 to 5 minutes is acceptable. Whenever you pickup the clipboard, you need to make sure the "count sheet" is on it.

3. You will plan to tour both towers at least 3 times a during a three hour shift. Beginning and ending with the West Tower.

OSU Main Library
Student Security Patrol Program

Student Security Patrol: Supervisor Responsibilities

1. Assign duties and monitor activities of Student Patrollers.
2. Keep Student Patrollers abreast of current information, policy changes, etc.
3. Promote appropriate behavior, responsibility and accountability among Student Patrol staff.
4. Prepare reports as directed by the Head of Circulation.
5. Assist the Head of Circulation in interviewing, selection, and/or training of Student Patrollers.
6. Check incident log from previous shift for information which may be useful on current shift.
7. Maintain files of incident reports.
8. Contact emergency personnel as necessary.
9. Be responsible for the security of equipment during and after each shift.
10. Monitor all communications and log any irregularities.

Student Security Patroller Job Responsibilities

1. Carry a communication unit, wear appropriate attire, wear I.D. badge, and carry flashlight.
2. Make sure all equipment issued has been logged out, and then returned and checked in at the end of the shift.
3. Attend all training sessions and meetings called by the Head of Circulation.

4. Keep informed of security changes and read all letters, directives, memos, etc. concerning the security program.

5. Observe all federal, state and local laws, as well as University rules and regulations.

6. Report malfunctioning radios and other security equipment problems to the Circulation Supervisor. Use emergency telephone if necessary.

7. Report all maintenance problems to the shift supervisor.

8. Check all designated areas and report any problems.

9. Report any illegal or suspicious activity to the supervisor.

10. Assist students, staff, and University personnel in emergency situations.

11. Report to Shift Supervisor any criminal damage or vandalism you witness, and/or persons responsible for this damage.

12. Responsible for attending all student conduct hearings in which you may be requested to appear.

13. Enforce library policies related to food and drink and quiet study in the Main Library.

14. Responsible for attending all courtroom appearances in which you may be needed to testify.

15. DO NOT try to apprehend or use force with anyone. Call Supervisor or Campus Police immediately if you are in a threatening or dangerous situation, or if you witness any type of wrong doing. Your job is to OBSERVE and REPORT ONLY!

16. You may be called upon to perform other functions if the situation warrants it.

Student Security Patroller Job Description

Duties:

Responsible for patrolling all areas of the Main Library and reporting any criminal activity to University Police. Must report maintenance problems within the building and all emergency circumstances to the Circulation Supervisor on duty. Will keep in daily contact with Circulation Supervisor, Main Library Personnel, and library patrons, as well as occasional contact with University Police, Building Services, or other emergency agencies.

Other duties may include:

- --Enforcing the "No Food or Drink" policy within the Main Library.
- --Checking ID's of library personnel entering the loading dock door between 7:00 - 8:00 a.m.
- --Assisting the Circulation Staff in evacuation procedures in the event of an emergency.
- --Assisting the Circulation Staff with clearing patrons from the building at closing time and securing the building.
- --Exercising verbal intervention only in any situation.

Minimum qualifications:

Successful completion of training program sponsored by University Public Safety.

Pay rate:

$4.05 per hour.

STUDENT LIBRARY SECURITY ASSISTANT University of Oklahoma

JOB FUNCTION:

Responsible for providing security and assisting in enforcing rules for the University Library. Assists in clearing the library of patrons and for locking the building at night and opening it on weekends.

EXAMPLES OF DUTIES:

1. Patrols the University library to identify safety and security problems, and to act as a deterent to vandalism and assault.
2. Assists library staff and University police in handling non-routine security matters.
3. Assists in the enforcement of rules on smoking, eating, and drinking.
4. Identifies and reports maintenance problems, such as inoperative elevators, lights, and copy machines.
5. Frequently checks high security areas, such as the computer room, special collections, and administrative offices.
6. Insures restricted access doors remain locked.
7. Assists library staff in clearing and locking the building each night, and in opening the building on weekends.
8. Reports suspicious behavior or activity to appropriate library staff members.
9. Performs routine circulation activities, such as book checkout, when not patrolling the building.
10. Prepares reports for security activities.
11. Performs related duties as assigned.

MINIMUM QUALIFICATIONS:

1. Police Records Check will be completed immediately upon employment.
2. Excellent oral communications skills.
3. Willingness to work nights and weekends.

NEW 6/82 JHS Student Staff

NORTHWESTERN UNIVERSITY LIBRARY

Job Description

JOB TITLE: Night/Weekend Security Assistant DATE: April 1, 1983

JOB CLASSIFICATION: Library Clerk 3
Hourly Assistant, 04 acct.

SUPERVISOR: William Brown
NUL Building Manager

JOB SUMMARY:

Night/Weekend Security is responsible for protecting the persons and property of NUL users and staff and for protecting and managing the property of NUL.

JOB DUTIES:

i) Acts to prevent or correct conditions injurious to the persons of users and staff.

ii) Acts to prevent loss or damage of property of users, staff and Northwestern University Library.

iii) Determines when to seek assistance from DPS, the Evanston Fire Department, Buildings & Grounds, and Elevator Maintenance.

iv) Assesses the readiness of fire-fighting equipment and fire alarms.

v) Makes regular tours of the Main Library complex and Deering Library and is alert for breaches of security, breaches of University and Library regulations, vandalism of Library property, other criminal activity and Library building problems and malfunctions.

vi) Acts to prevent or correct common Library building problems such as leaks, flooded restrooms, broken windows, malfunctioning locks and burned-out lights.

vii) Supervises entrance and exit procedures and insures that all entrance/exit regulations are adhered to by Library patrons and guards.

viii) Opens, closes and secures Library buildings; supervises closing procedures of Stack Control employees.

ix) Starts up and shuts down elevators and escalators during opening and closing procedures.

x) Performs computer startup, shutdown and master terminal transactions; monitors NUL's computer system.

xi) Monitors the special computer room environment and acts to correct intolerable fluctuations in that environment.

JOB DUTIES: (Cont'd.)

xii) Acts as key operator for the coin-operated Xerox copy machines in the Main and Deering Libraries; makes service rounds of the machines, answers service calls as they arise, and is alert for paper levels, toner levels, paper jams, and coin jams.

xiii) Maintains security of lost and found items and keeps a record of receipts.

xiv) Maintains security of all NUL keys.

xv) Supervises the use of the Forum Room and the Faculty Lounge when special events are scheduled for those rooms.

xvi) Collects and distributes time cards of all hourly employees and acts to correct time clock malfunctions.

xvii) Monitors all Public Services departments and insures that they operate smoothly and efficiently.

xviii) Makes himself available to provide assistance to all Library staff and patrons on an "on-call" basis.

xviv) Reports all breaches of security, plant malfunctions and unusual occurrences to the NUL Building Manager.

xx) Maintains a general knowledge of all Library operations.

xxi) Assists users and staff with information on Library procedures.

xxii) Acts to prevent and/or correct conditions resulting from the following emergency situations:

a) Malfunctioning elevators with and without people trapped.

b) Partial and total power failures.

c) Failure of heating/cooling system.

d) No water supply.

e) Fire.

f) Injuries and sickness.

g) Theft and other criminal activity.

JOB SPECIFICATIONS:

This position requires a person who is mature, conscientious, and alert. The Security Assistant must act decisively and effectively in emergencies, communicate with both users and staff in a clear and courteous manner, and attend responsibly to the many details of building management and security. Physical demands are not excessive, but applicants must be prepared to work from 5:00 p.m. to 2:00 a.m. during the regular academic year. About half of each nine-hour shift is spent moving about the Library complex on periodic patrols and in opening and closing procedures.

EQUIPMENT:

The Security Assistant starts up and shuts down the Library computer system and occasionally uses the computer to put terminals into service in the Main, Deering, and Science/Engineering Libraries.

WORKING CONDITIONS:

Conditions vary because the Assistant's duties involve all aspects of Library operation.

SUPERVISION:

Night/Weekend Security Assistants report directly to William Brown, NUL Building Manager, and Benjamin Jacobson, Assistant University Librarian for Administrative Services and Branch Libraries.

EDUCATION AND EXPERIENCE:

An NU Doctoral candidate whose academic schedule is flexible and who can make at least a one-year commitment to the job is preferred. Previous or present employment at NUL is preferred, but not required.

Provides backup staffing assistance when assigned personnel or other backup personnel are unavailable, or as necessary-due to emergency situations.

Other related duties as assigned.

Note: Employees are assigned on a regular basis to either "a" and "c" or "b" and "c" duties, but library schedules and staffing availability may occasionally require adjustments in the Monitor personnel staffing schedules to provide the staffing required for the variable Memorial Library operating hours.

QUALIFICATIONS:

Must be a personable and an outgoing person who possesses the ability to perform the duties of Library Monitor with tact and effectiveness. Good physical condition is necessary to perform all of the duties of the Library Monitor position. Completion of the First Aid course offered by the University is required. Some mechanical experience and/or knowledge is desirable. Must present a favorable image of the Memorial Library and the University of Notre Dame.

STANDARD OF PERFORMANCE:

Performance for this position is measured by the degree of success in performing the stated duties, the success achieved in communications with library users and patrons and in their compliance with University and Memorial Library rules and regulations, and the ability shown to resolve unusual situations or problems.

INFORMATION OF STERLING C. EVANS LIBRARY SECURITY SERVICES

Texas A&M University has engaged the services of a professional security service to patrol the premises of the Sterling C. Evans Library since January 20, 1986.

Purpose of security is to prevent and detect theft, intrusion, entry, vandalism, fire or trespass of TAMU property. The officer arrives one hour before the library closes, checks in with the staff, and then patrols the locked staff areas. Once the library is closed, the person patrols the public areas. The security guard patrols the premises using the Security Guard Route Procedures, a copy of which is attached.

The service has a local office where the supervisor of this guard is located. The guard has two-way communications capability via radio with the security service. Telephones are available in the library to call the campus police. Generally, this unarmed guard is expected to contact the University Police if there are any problems.

7/15/86

STERLING C. EVANS LIBRARY
SECURITY GUARD ROUTE PROCEDURES
SUMMER, 1986

1. Arrive at library one hour before closing. Check in with Reference staff person. Pick up clipboard and any messages or special instructions in Reference office.

2. Check public phones in alcove next to Copy Center on 1st floor.

3. Go back outside on south side of building making certain all fire exit doors are locked.

4. Enter Archives area through door on south side of building in basement - should be locked on Saturday and Sunday.

   a. Check door 025 - should be locked.
   b. Go up stairs and check fire escape door (unmarked) - should be locked.

5. Enter Archives (029) - door should be locked.

6. Enter Archives level 1 through door C-006.

   a. Check aisles for unauthorized persons.
   b. Go up stairs to Archives level 2.
   c. Check aisles for unauthorized persons.
   d. Check second door (unmarked) behind elevator - should be locked.
   e. Go up stairs to Archives level 3.
   f. Check aisles for unauthorized persons.
   g. Check hole in ceiling in front of elevator - marked on floor plan.
   h. Go down stairs to Archives level 2.

7. Enter Archives office area (C-105) - should be locked.

8. Go through door (C-103) - should be locked.

   a. Check area for unauthorized persons.
   b. Go through door (126) and check area.
   c. Check Stair (1P) - should be locked (deadbolt).
   d. Go through door (C108) and check area.
   e. Go around partition.

9. Exit through Oral History Collection (C-100) - should be locked.

10. Check University Archives Door (no number) - should be locked.

11. Exit Archives area through double glass doors (unmarked) - should be locked.

12. Go to north side of building and make certain fire exit doors are locked on the north side of building.

    a. Check outside entrance to Reserve Room (118) labelled "Use Only Main Entrance" - should be locked.

13. Reenter library building.

14. Check public phones in alcove next to Copy Center on 1st floor.

15. Go to east end of second floor.

16. Check doors 201 and 202 - should be locked.

17. Enter Administration (200).

    a. Computer room personnel may be present in either 201 or 202 - check names against list of authorized names.
    b. Glass doors should be locked.

18. Check door 204C - should be locked.

19. Check door 210CB - do not enter - should be locked.

20. Check Conference Rooms 204 A, B, C, CA for unauthorized persons.

    a. Conference Room 204A should be locked.
    b. Outer glass doors should be locked.
    c. Conference Room 204CA should be locked.

21. Check Map Room door (205) - should be locked.

    a. On Saturday will be open until 5:00 p.m.

21. Check Interlibrary Loan (211) - should be locked.

22. Check Budget (208) - should be locked.

23. Check Special Collections (210) - do not enter - should be locked.

24. Check Special Collections (210C) behind Government Documents - do not enter - should be locked.

25. Check Microtext Doors (217 and 219) - should be locked.

    a. On Saturday will be open until 5:00 p.m.

26. Go up to fourth floor, sixth level.

27. Check two Energy Project (325) doors (unmarked) - should be locked.

28. Go to sixth floor.

29. Check door 606 - should be locked.

30. Check Learning Resources door (604) - do not enter - should be locked.

    a. Staff will be closing from 4:45 - 5:00 p.m. on Saturday and from 9:45 - 10:00 p.m. on Sunday.

31. Check both doors (610 and Planned Giving) leading to the Development Foundation - should be locked.

32. Check in with Reference staff person at closing time.

33. Turn floor lights back on when Reference staff person leaves and locks the exit doors.

34. Go through Circulation (101) to Processing (117).

35. Enter Processing (117) through door 117 - should be locked.

36. Check second door labelled 117 - should be locked.

37. Go down Stairs (1E) to basement.

    a. Check door (0E) at bottom of Stairs (1E) - should be locked.
    b. Check Mailroom (001) door - should be locked.
    c. Check Supply Room (002) door - should be locked.
    d. Check Printer Room (003) door - should be locked.
    e. Check Storage Area Gate - should be padlocked.
    f. Check Janitor's Lounge door - should be locked.
    g. Check Tunnel door - should be closed and locked.
    h. Check Maintenance doors (Mech 0B) - should be locked.
    i. Go back upstairs to Processing (117).

38. Check office door (117C) - should be locked.

39. Check third door labelled 117 by Xerox machine - should be locked.

40. Check for unauthorized persons in glass office (117D) - do not lock.

41. Check for unauthorized persons in bindery (117B) - does not lock.

    a. Check basement part of bindery.
    b. Check supply room - does not lock.
    c. Check Janitorial Room (117BA) - should be locked.

42. Check office door (117A) - should be locked.

43. Check Resource Development Acquisitions (117) double door - should be locked.

44. Go through Acquisitions-Current Periodicals double doors - should be locked.

45. Check Current Periodicals (119) for unauthorized persons.

    a. Check Supply Room 119A - does not lock.
    b. Exit Current Periodicals (119) through glass doors - should be locked.

46. Check Reserve Room (118) double doors - should be locked.

    a. Check door (unmarked) at rear of both restrooms - should be locked.

47. Go up stairs near Resource Development to second floor.

48. Check Microtext Doors (217 and 219) - should be locked.

49. Check Microtext area for unauthorized persons.

50. Check Government Documents (218) - should be locked.

51. Check individual floors for unauthorized persons until two hours past closing. Spot check carrels on the different floors and levels. A checklist is kept of the carrels checked and turned in to the supervisor when completed.

    If a person is identified or claims to be a staff member or student employee, their name, room number/name found occupying, and work being done are to be recorded. If a person is accompanying an employee, their name and identification are to be recorded.

    Any unauthorized persons should be held for the University Police who should be notified by telephone.

    If any contact (verbal or visual) is made with any suspicious person, the University police should be immediately contacted for assistance.

52. At the end of the shift, the list of people found in the building is placed on the supervisor's desk, the clipboard is put back by the mailbox, and the lights are turned off. The building is exited through the main entrance doors which should be locked. The main exit doors are then checked and should be locked.

UNIVERSITY OF WASHINGTON LIBRARIES

Circulation Division

CLASSIFICATION: Security Guard

POSITION TITLE: Suzzallo Library Security Officer (.5 FTE, academic year position)

POSITION NO.

LOCATION: Circulation Section

GENERAL DESCRIPTION: Under the direct supervision of the Assistant Librarian, Circulation Division, provides security services during evening hours for Suzzallo Library.

DUTIES: Patrol and monitor activities in the Suzzallo Library. Patrol Odegaard Undergraduate Library as required.

Provide assistance and guidance to crime victims and act as liaison with University Police.

Provide directions upon request.

Enforce building use regulations and respond to complaints regarding violations.

Lock doors and windows; report safety hazards to circulation supervisor.

Monitor and report malfunctions of equipment such as elevators, copy machines and typewriters.

Assist in exit checking, building closure, and building evacuations.

Perform first aid as required.

Perform other duties as required

MINIMUM QUALIFICATIONS: As outlined in the HEPB specifications for the classification. Must be able to work with the public.

SCHEDULE: 20 hours per week.

Academic quarter:	Sun	8:15 pm - 12:15 am
	Mon	4:15 pm - 8:15 pm
	Tues	10:45 pm - 12:15 am
	Wed	4:15 pm - 8:15 pm
	Thurs	8:15 pm - 12:15 am
Interim: Mon-Fri		1:15 pm - 5:15 pm

POLICIES AND PROCEDURES

BUILDING SECURITY

51

University of British Columbia Library
Policies and Procedures

A Administration
Directive #3
Revised: February 1984

SECURITY OF LIBRARY BUILDINGS

These instructions apply particularly to the Main Library, the Sedgewick Library and Woodward Library, and the Library Processing Centre. The Heads of Branch Libraries occupying space in buildings which are the responsibility of Departments or Faculties should ensure that library premises are secure at the close of work, and are responsible for giving appropriate instructions to their staff.

A. DOORS

1. Physical Plant Service staff are responsible for locking all OUTSIDE doors of Library buildings at the posted times of closing. Doors will be closed in a sequence arranged with the Service staff by the Librarian in charge of the building.

2. Division and Branch heads are responsible for the securing of all INTERIOR doors that are to be kept locked after working hours.

3. The Service staff are instructed to leave all interior doors as found.

B. WINDOWS

The closing of windows is a Library staff responsibility. Generally all windows should be closed and locked at the end of the work day, and ALL WINDOWS on the first, second and third floors of the Woodward Library must be locked when the staff leaves work. An exception is the upper tier of windows in the Main Library Circulation Division. In hot weather, windows may be left open on upper floors at the discretion of the Division Head.

C. LIGHTS

Lights in offices, work areas and stacks should be turned OFF at the close of work. Where Division Heads want lights and switches for equipment left ON they should so inform the Service staff. (Library buildings have Night Lights in critical passage areas - these lights remain ON at all times.)

Index terms: Doors, locking of
Windows, closing of
Lights, turning off

University of British Columbia Library
Policies and Procedures

A Administration
Directive #5
Revised: February 1984

LIBRARY KEYS

A. Policy

1. Staff members shall only be issued those keys which they require to carry out their duties.

2. The Division or Branch Head shall determine who shall be issued a key, subject to the approval of the signing authority for the area.

3. Keys shall generally be issued to the individual staff member using them, who shall be responsible for their safekeeping. Where a staff member is issued a key which is used by others, the staff member shall ensure that adequate precautions are taken to avoid loss or unauthorized use.

4. The signing authority for each area shall maintain a register of keyholders and keys issued to them for that area.

5. Loss of keys must be reported immediately in writing to the appropriate signing authority.

6. Division or Branch Heads shall be responsible for ensuring that keys are returned when no longer required or when a staff member leaves the division or branch.

B. Signing Authorities and Alternates

Area	Signing Authority	Alternate
Main Library	Asst. Librarian Admin. Services	University Librarian
Library Processing Centre	Systems Librarian	Asst. Librarian Technical Services
Sedgewick Library	Head, Sedgewick	Asst. Librarian Public Services - Central Libraries
Woodward Library	Associate Head, Woodward	Head, Woodward
Asian Studies Library	Head, Asian Studies Library	Asst. Librarian Public Services - Branch Libraries
Special Collections Carrels	Head, Special Collections	Asst. Librarian Admin. Services

C. Procedure

1. The Division or Branch Head notifies the appropriate signing authority in writing of the name of the staff member who is to be issued a key, the type of key required, and the staff member's social insurance number. When approved, the signing authority shall give the staff member a Key Request Form, which must be taken in person to the Traffic and Security Key Control Centre. The staff member is responsible for paying the required deposit for the key.

2. When keys are no longer required, or the staff member leaves the division or branch, the Head should notify the signing authority, and ensure that the staff member returns the key to the Traffic and Security Key Control Centre. The signing authority shall confirm that the key has been returned.

3. Division or Branch Heads should immediately notify the signing authority in writing of the loss of keys, explaining the circumstances involved. The Head and the signing authority will determine whether a replacement key should be issued.

Index terms: Keys

**PHYSICAL FACILITIES:
ISSUANCE AND RETRIEVAL OF KEYS**

A. ISSUANCE OF KEYS

1. The department head (academic deans and directors, department chairs, and heads of administrative offices) may request keys from the Facilities Management Hardware Section.

2. The department head may issue a key to employees and students but must obtain the signature of the employee or student on a Key Issuance Form (see Exhibit A) at the time the key is issued. The Form is available from the Storehouse (FF-1425).

3. The department head is responsible for maintaining a file of all Key Issuance Forms in departmental records, and the Facilities Management Hardware Section will perform periodic audits of departmental records to insure that campus policy is being followed.

4. Facilities Management will distribute a key inventory each April for department heads to check and evaluate the effect on building security of any lost key. Facilities Management will also evaluate losses and recommend lock changes where security is affected.

B. KEY RETRIEVAL

1. Academic Employees

The departments will be fully responsible for retrieving keys issued to academic employees.

2. Staff Employees

An Employee Final Check Form (see Exhibit B) will be prepared by the department for all terminations or transfers of staff employees, and will be submitted with the appropriate payroll forms to the Staff Personnel Office. Forms are available from the Storehouse (FF-1025). The Staff Personnel Office will return to the department any personnel action forms which do not have the Employee Final Check Form attached.

3. Student/Nonemployees

If keys or materials cannot be retrieved from a student, the department will inform the campus Cashier in writing so that the release of transcripts can be delayed until satisfactory arrangements have been made for return of the keys and/or materials. The department shall notify the Cashier in writing when the obligation has been settled.

Faculty, staff, and students may ask for a review of charges incurred due to loss of keys. The appropriate vice chancellor will make the final decision.

University of Illinois

Area No.: 200 (Building use)
Directive No.: 1
Page No.: 1 of 1
Issued by: Library Administration

Effective Date: October 1984
Termination Date: Indefinite
Reference/Document Location:

KEYS

Main Library

All keys for the Main Library building are issued by the Library Business Office.

All Library faculty may have a building key. Faculty with studies may have a building key with the approval of the University Librarian. Support staff working before 8 a.m. and after 5 p.m. may have a key with the approval of their unit head.

All employees are entitled to a key to the unit in which they work.

Every unit is given a key to the staff lounge.

A key to a Library unit may be given to non-unit staff only with the permission of the appropriate Director or the University Librarian.

If a patron needs access to a locked unit to retrieve personal possessions, Circulation Desk personnel will obtain the key to retrieve them for the patron.

The Shipping Department and the Library Business Office maintain the record of Library key holders.

All transfers of keys must be reported to the Library Business Office. All lost keys must be reported to the Library Business Office. A replacement fee will be assessed.

Whenever libraries change door locks, a copy of the key should be sent to the Library Office in Room 230 and to the Director of the respective service.

Units Outside the Main Library Building

Main Library policies apply to units outside the building in so far as possible.

Index:
Keys
Building Access

DISCARD PREVIOUS RELEASE DATED "IMMEDIATELY"

Area no.: 200 (Building use)
Directive no.: 4
Page no.: 1 of 1
Issued by: Circulation Department

Effective date: June 1983
Termination date: indefinite
Reference/Document location:
Circulation Department Page's Manual p. 12

Turnstile

The incidence of book theft is increasing across the country. While we do not suspect everyone of taking books certain precautions must be taken. Therefore, someone will monitor the entrance and exit to the bookstacks. All those entering the Stacks must present a valid ID before going through the turnstile. Undergraduates are not admitted to the stacks unless they are James Scholars or have been issued a Bookstacks Pass. Graduate students, faculty, staff and those with white Courtesy Cards are admitted.

It is also very important to check all books, backpacks, etc. being taken out of the Stacks. All library books should be checked for a valid due date.

Index:

Security

Bookstacks Access

Turnstile

THE OHIO STATE UNIVERSITY LIBRARIES

University Libraries Building Use Policy

The Ohio State University Libraries is intended for the use of students, faculty, and staff in accord with the research and educational aims of the University. Persons not affiliated with the University, who wish to make use of the Libraries in accordance with those aims, are welcome. Any person in the Libraries whose behavior falls outside the above mentioned guidelines may be asked to leave by library personnel, be evicted from the premises by Campus Police, or be subject to arrest by Campus Police.

Decisions concerning behavior consistent with the research and educational aims of the University will be at the discretion of the Director of the University Libraries, or his designee.

The following list includes behaviors for which any individual may be asked to leave the Library or may be appropriately counseled or disciplined. This list is by no means comprehensive.

1. Damage, defacement, or destruction of library materials, equipment, or facilities.

2. Creation of any public disturbance.

3. Any deviant or abusive behavior, whether in general or directed at any specific person or persons.

4. Any activity which distracts other patrons from their research or educational activities.

5. Any prolonged use of the facilities without a demonstrated engagement in research or study.

Library personnel will enforce this building policy in most cases. In situations where patrons ignore warnings or library personnel feel threatened, Campus Police will be called. In the Main Library routine calls for Campus Police will be channeled through the Circulation Department. Emergency calls may be placed by anyone.

7/85

THE UNIVERSITY OF TENNESSEE, KNOXVILLE
LIBRARY POLICIES AND PROCEDURES MANUAL

EQUIPMENT AND PHYSICAL FACILITIES

SECTION NO.: 9
STATEMENT NO.: 20

EFFECTIVE: JANUARY 18, 1984 REVISED: JULY 1, 1987	SUBJECT: KEYS AND BUILDING ACCESS

POLICY:

The library buildings should have controlled access to assure safety of staff, collections, and facilities. Appropriate approvals must be obtained before keys are issued. The head of auxiliary services is responsible for the issuance and control of library keys according to established procedures.

PROCEDURES:

The building manager or his/her designee is responsible for the control of building access. The dean, associate directors, building manager, and staff with opening or closing responsibilities will be issued outside submaster keys. Normally staff may not have access to the building outside of normal operating hours. Access will be allowed to the building beginning at 7:00 a.m. Monday through Friday.

Staff members may bring relatives and friends into the Hodges Library prior to opening only on the condition that they go to the night study/vending area on the second floor and that staff members remain with the guest until opening time.

At the request of a department head, the head of auxiliary services will initiate a key request form, send it to the requesting unit for the signatures of the department head, the associate director, and the staff member to whom the key is to be issued. Approved key requests are sent to the university key shop for duplication. After duplication keys will be delivered by library messenger to the specified employee or department head.

There are three main types of keys: individual keys, outside submaster keys and inside submaster keys. Staff members who are responsible for opening or closing their departments may be issued individual keys to access their work areas. Keys to the outside

EFFECTIVE: JANUARY 18, 1984	SUBJECT: KEYS AND BUILDING ACCESS
REVISED: JULY 1, 1987	

building doors (outside submasters) may be issued to the dean, associate directors, building managers, and staff members responsible for opening or closing their buildings, subject to a security check and approval of the appropriate department head, associate director, and the associate director of administrative services. Keys to inside building doors (inside submasters) will only be issued to the dean, associate directors, the head of auxiliary services, and building managers or their designees.

When a key is lost the staff member responsible for that key must notify the auxiliary services department and complete a lost key report form explaining the loss. Upon termination, an employee must return all keys to the head of auxiliary services who is responsible for signing the section pertaining to locks and the keys on the Authorization for Release of Final Paycheck form. The library personnel office will notify the head of auxiliary services when an employee transfers from one library department to another and when library faculty terminate. The head of auxiliary services will request the return of unneeded library keys.

UNIVERSITY OF WATERLOO PROCEDURE

Number: 20
Effective Date: September 1, 1982
New

SUBJECT: KEY CONTROL

I. PURPOSE

This procedure outlines the steps to be taken when requesting, authorizing, issuing, returning, and reporting lost or damaged keys.

II. GENERAL

A. The authority and responsibility for controlling access to buildings and rooms rests ultimately with a person who reports directly to the President or one of the Vice-Presidents and to whom specific space has been assigned.

This includes:

1. maintaining and reviewing standards of security (e.g., locking doors, repairs to locks).

2. establishing and delegating signing authority for keys and forwarding the authorizing signatures for each key level to Key Control in the Plant Operations Department.

3. issuing key permit forms (#79-1).

4. ensuring that keys are returned to Key Control on the expiry date shown on the key permit for temporary employees, and on termination or transfer for regular faculty and staff members.

5. reporting loss and damage of keys to Key Control.

B. The authorizing signature on the key permit form (see A.3. above) will be that of a person who has ultimate responsibility for space, as indicated in A. above, unless otherwise designated on the specimen signature form which is retained in Key Control.

C. A key permit may be used for requesting keys for one individual only.

D. The person to whom the key is assigned must sign on the applicant's signature line on the key permit form. If the key is picked up by anyone other than the applicant, that person must also sign the form.

III. PROCEDURE

A. Specimen Signatures for Authorizing Key Issues

1. Specimen signatures for each academic and administrative department are filed in the Department of Plant Operations - Key Control.

2. Key Control must be advised of any changes to authorizing signatures. New forms reflecting the required changes will be issued by Key Control for return to Key Control when completed.

B. Requests for Keys - Faculty or Department

1. Prepare a key permit form (#79-1) when a key is required (see General C.).

   a) If a request is for more than one copy of the same key, contact Key Control prior to forwarding the permit; multiple keys will be issued only in special circumstances.

   b) If the key is to be issued to a temporary employee or student, ensure that the permit expiry date is entered on the form.

2. Obtain the applicant's signature on the form.

3. Retain copy 3 of the authorized form and forward copies 1 and 2 to the Department of Plant Operations - Key Control.

C. Issuing of Keys - Key Control

1. The key will be issued to the applicant or designate; copies 1 and 2 of the key permit form must be signed by the recipient to indicate that the key has been received.

2. Copy 2 of the key permit form will be returned to the issuing Faculty or department for filing.

D. Key Control Report - Faculty or Department

1. At regular intervals, a report of key holders by Faculty or department which lists all the keys issued, the key holder and expiry dates, will be issued.

2. Notify Key Control of any incorrect information contained in the report.

E. Return of Keys - Faculty or Department

1. Return the key and copy 2 of the key permit form to Key Control.

2. Copy 1 of the form will be returned to the Faculty or department; copy 2 will be retained in Key Control.

POLICIES

PROBLEM BEHAVIOR

Arizona State University Libraries

LIBRARY CONDUCT POLICY

Users of the Libraries expect to have

- a library environment free of disruptive activity
- access to library materials or an ability to recall them as regulations allow
- newspapers, journals, documents, and books that are complete and unmarked
- surroundings free from food, beverages, and their resulting problems

Ensuring a pleasant and productive environment for study and research for all users requires that each user of the Libraries follow the ASU Library Conduct Policy and refrain from the following activities listed below:

1. Removal or attempted removal of library materials or property without checking them out or without authorization.
2. Consumption of food or beverages within the public service areas of the Libraries.
3. Smoking in undesignated areas or using smokeless tobacco.
4. Mutilation of library materials by marking, underlining, removing pages or portions of pages, removing binding, removing electronic theft detection devices, or in any other way injuring or defacing library materials.
5. Concealing library materials in the Libraries for the exclusive use of an individual or group.
6. Failure to return materials following the expiration of the loan period and/or on request for return of materials by the Libraries.
7. Failure to pay the Libraries the value of lost or damaged materials.
8. Any disturbance or behavior which interferes with normal use of the Libraries (rowdiness, noise, offensive sexual behavior, and so forth).
9. Harassment of library staff or users.
10. Being in an unauthorized area of the Libraries, remaining in the Libraries after closing or when requested to leave during emergency situations or drills.

The Libraries will actively pursue disciplinary action, prosecution, or other legal action for the offenses listed above. Misuse of the Libraries, whether by theft, mutilation, or vandalism of library materials or property, or by interference with study and research activities of library users, shows disrespect for the institution and disregard of the rights of members of the University Community. Misuse of the Libraries is a violation of Section 5-303, Prohibited Conduct (R7-4-102) of the Arizona Board of Regents' Code of Conduct (BOR 5/83, 9/83). The Library Conduct Policy is based upon the Code.

Persons who commit or attempt to commit offenses stated in the Code of Conduct and the Library Conduct Policy, whether a member of the University Community or not, may be asked to leave the campus, may be subject to the sanctions or expulsion, suspension, prosecution, forfeiture, warning, and restitution, and may be accountable to both civil authorities (city, state, or federal) and to the University.

2-2-88

STAFF PROCEDURES REGARDING SUSPECTED CONDUCT VIOLATIONS

Library staff members have a responsibility to help protect users, co-workers, and library materials and property by promptly taking action in response to violations of the Library Conduct Policy. If offensive behavior is to be stopped, decisive action must be taken uniformly. Please familiarize yourself with the Library Conduct Policy and these procedures.

THEFT, MUTILATION, CONCEALMENT OF LIBRARY MATERIALS/PROPERTY; OFFENSIVE BEHAVIOR OR HARASSMENT

If you or a user observe theft or attempted theft, mutilation, or concealment of library materials or any disturbance or offensive behavior or harassment of staff or users, the following action should be taken. The incidents should be reported to your supervisor as soon as possible.

1. Do not say anything to the suspect
2. Concentrate on the suspect's appearance. Try to remember or make notes on clothing, hair (including facial), skin color, sex, jewelry, or glasses
3. Call the ASU Police (5-3456). Report the incident, and give your name, telephone number, and location where an officer can find you
4. While waiting, make brief notes including the time of the incident and date, suspect's actions, location, suspect's description, and, if a victim is involved, a description of the victim

If a library user reports to you that they have been victimized:

1. If possible, listen to the complaint in a less public area
2. Take brief notes when listening to the description of incident. If possible, do not let the victim go into too much detail because they need to tell the officer this information first hand
3. Get the victim's name
4. Ask the victim to wait for police. If they will not, do not attempt to force them
5. Go to item #3 above

CONSUMPTION OF FOOD AND BEVERAGES, NOISE, AND SMOKING

For violations of the Library Conduct Policy involving consumption of food or beverages, noise, and smoking, the following guidelines should be followed but use discretion in dealing with each case. In the majority of instances, the person will be cooperative.

For consumption of food and beverages:

1. Politely and tactfully inform the user about the policy choosing your words to fit the situation. For example, you might say "Excuse me, but the library policy does not allow eating in the library." Offer an alternative—"You are welcome to take it outside or I can take it for you if you like."

   If the person asks why they should not consume food or beverages in the library, explain that eating and drinking annoy people who are trying to study, damage books through spills and stains, and attract roaches, silverfish and other insects that eat books.

For noise:

1. If a library user complains to you or if you notice a situation that clearly violates the policy (loud talking, laughing), approach the group and tactfully inform them about the policy. For example, "Excuse me, but this much noise bothers other people and the library has a policy against it." Offer an alternative—"You can use a group study room if you need to talk. You can check on availability at the Exit Station (or in the Noble Library, the Circulation Desk)." Make sure that group quiets down, or begins to move toward a group study room or the exit before you leave.

For smoking in areas not designated as smoking areas:

1. Approach the person and tactfully inform them about the policy. For example, "Excuse me, but smoking in this area is against Library and University Policy." Offer an alternative—"You may smoke in the smoking lounge(s) located _____." Make sure the cigarette is safely extinguished before you leave.

POLICY QUESTIONS

If the person wants to see the Library Conduct Policy, tell them that it is posted in the lobby (or wherever it is posted, depending on the library) and available from the Libraries' Administrative offices.

REFUSAL TO COOPERATE

If the person refuses to cooperate, stay calm and don't argue. Politely say something like, "If you'd prefer, I can call Security. Then leave, and call the Hayden Library Circulation Desk (5-3106) or Noble Library Circulation Desk (5-2600).

BASIS OF THE LIBRARY CONDUCT POLICY:

The Library Conduct Policy is based upon Section 5-303, Prohibited Conduct (R7-4-102) of the Arizona Board of Regents' Code of Conduct (BOR 5/83, 9/83), specifically the following descriptions of misconduct:

2. Intentionally or recklessly causing physical harm to any person on the University campus or at a University-sponsored activity, or intentionally or recklessly causing reasonable apprehension of such harm.

5. Intentionally or recklessly interfering with normal University or University-sponsored activities, including, but not limited to, studying, teaching, research, university administration or fire, police or emergency services.

12. Theft or misappropriation of property or services on the University campus or at a University-sponsored activity; knowing possession of stolen property on the University campus or at a University-sponsored activity.

13. Intentionally or recklessly destroying, damaging or misappropriating University property or the property of others on the University campus or at a University-sponsored activity.

16. Unauthorized presence in or use of the University campus, facilities, or property.

University of British Columbia Library
Policies and Procedures

A Administration
Directive #16
December, 1986

PROBLEM USERS

If a user is creating a disturbance in the Library, but presents no apparent danger to other users or staff, notify the University Patrol at 4721 and describe the situation.

If a user is behaving in a way which is dangerous to others or could become dangerous to others, notify the RCMP at 224-1322 immediately, and describe the situation. Then call the University Patrol, inform them that the RCMP has been notified, and describe the situation.

Once the RCMP and/or Patrol have been notified, inform the Librarian's Office of the situation.

ASSAULT OR SEXUAL MOLESTATION

If a user or staff member reports that she/he has been assaulted or sexually molested in the Library, notify the RCMP at 224-1322 immediately. Then notify the University Patrol and the Librarian's Office of the incident, and inform them that the RCMP has been called.

In the case of sexual molestation, the user or staff member should complete the Report Form: Incidents of Sexual Molestation within the Library. A copy of this form should be sent to the Librarian's Office.

Index terms: Problem users
Dangerous behavior
Assault
Sexual molestation

University of British Columbia Library
Policies and Procedures

0 Public Services
Directive #9
Revised July, 1986

UNACCEPTABLE BEHAVIOR

Students registered at the University of British Columbia are expected to behave responsibly and with propriety. Where a student fails to live up to these expectations, the University reserves the right, under the University Act, to take whatever action it deems to be warranted by the student's misconduct.

(UBC Policy PeC-6)

A. Policy

It is the policy of the University and the Library to maintain in the libraries an atmosphere conducive to reading, study and research. It is incumbent on library users to maintain acceptably low noise levels, to refrain from eating, drinking and smoking in other than officially approved locations, and otherwise to behave in a manner that pays due attention to the rights and needs of others. Users who violate these requirements will be subjected to discipline in accordance with the following procedures:

1. A student or other user identified by Library staff as contributing to excessive noise levels, eating, drinking or smoking in unapproved locations, or otherwise behaving inappropriately, will be asked to desist or leave the Library.

2. Should the offender fail to abide by the directions of the Library staff, he will be asked to provide satisfactory identification. In most cases this will be in the form of a UBC Library card, which shall be retained by the Library at least until the following day. The head of the Library Division will keep a file of names of offenders and the dates and specifics of the incidents so that persistent offenders may be identified.

3. A user identified as a persistent offender will be reported to the University Librarian, who will write a letter of censure to the user with a copy to the appropriate Dean. Any subsequent offence reported to the University Librarian will result in more stringent disciplinary action which may include suspension of borrowing privileges.

B. Procedures

The staff member in charge of a division of the Library will deal as follows with an incident of unacceptable behavior on the part of a user. Such behavior would include causing a disruption, making excessive noise, eating, drinking or smoking in a Library location not approved for the purposes, and otherwise failing to abide by standards of conduct appropriate to the Library environment.

1. Those identified as behaving unacceptably are to be given copies of the "University of British Columbia Library Policy on Unacceptable Behavior" and asked to desist or leave the Library.

2. If a person behaving unacceptably refuses to desist or to leave the library or is recognized by the Library staff member as someone who has been previously warned, he is to be asked for suitable identification.

   In the case of a UBC student, this will be a UBC Library card, which will be retained by the Library until the following day. An offender without a UBC Library card will be required to produce other satisfactory identification (not to be retained by the Library).

   The staff member will record the name of the offender and the date and specifics of the incident. The report will be retained in a file.

   An offender who does not produce satisfactory identification is to be asked to leave the Library. The Campus Patrol will assist in expelling such an offender on request.

3. On recognizing a third breach of acceptable behavior on the part of a UBC student, the staff member will repeat the steps outlined in section 2 above and, in addition, will report the offender to the University Librarian. The University Librarian will issue a formal written reprimand, with a copy to the appropriate Dean. The letter will censure the student for repeated violations of University rules and will provide a warning that any further incident of unacceptable behavior will lead to more stringent desciplinary action.

4. If a fourth occurrence of unacceptable behavior is observed, the staff member will repeat the steps outlined in section 3 above. The University Librarian will take appropriate disciplinary steps, which may involve suspension of Library privileges.

Index terms: Eating
Drinking
Smoking
Unacceptable behavior

THE UNIVERSITY OF CHICAGO

DATE January 25, 1984

TO Supervisors DEPARTMENT Library

FROM Patricia L. Wilcoxen PLW DEPARTMENT Circulation Services

IN RE:

Herewith you will find two copies of GUIDELINES FOR LIBRARY STAFF RESPONSE TO DISRUPTIVE BEHAVIOR, ACCIDENTS OR THEFTS.

It is important that all staff be familiar with these guidelines, and that they be included in the training of new staff. Therefore, one of these copies is intended for your Supervisors' Handbook, and the other copy for whatever Departmental Manual you have available for all staff in your area.

If you have any questions about the meaning or implementation of these guidelines, please call me at 2-8720.

General Guidelines p.1

Angry Verbal Abuse p.2

Theft of Personal Property p.3

Accident or Illness of User p.3

Destruction of Library Materials p.3

Suspected Attempt of Theft of Library Materials . . p.4

Refusal to Abide by Library Rules p.5

Bizarre but Non-Threatening Behavior p.5

Disruptive Behavior p.5

Disruptive Behavior of Children p.5

Suspicious Lurking p.6

Sexual Offenses p.6

Threats to Personal Safety of Staff & Users p.6

GUIDELINES FOR LIBRARY STAFF RESPONSE TO DISRUPTIVE BEHAVIOR, ACCIDENTS OR THEFTS

Occasionally persons in the library manifest behavior that is annoying, inappropriate, or threatening to library users and staff. To aid library units in coping with these incidents, guidelines are described below. The purpose of these guidelines is to provide for staff a consistent approach to handling disturbed or disturbing patrons in order to enable others to make fullest use of library resources and services free of distraction and disturbance.

SOME GENERAL HINTS FOR DEALING WITH DISTURBED PATRONS

1. Remain calm.
2. Repeat your request if necessary.
3. Do not argue with outrageous statements.
4. Be explicit.
5. Stay in control of the situation; do not allow patron to manipulate you.
6. Avoid humor or personal remarks.
7. Alert other staff members when strange behavior occurs.
8. Be considerate; listen to whole explanation even if you have heard it a thousand times before.
9. Offer a choice of actions or alternatives if you can.
10. Be a team player when confronting a disturbed patron: get help. Do not try to handle it alone. Ask another staff member to watch the person while you call for help.
11. Give support to another staff member who has had to confront a disturbed patron.
12. Never try to restrain or detain a patron forcefully. Do not touch a disturbed patron.

--adapted from "Twelve Commandments" by Marianne Steinberg, Social Worker at the Crisis Center, San Francisco's Tenderloin.

Do your best to conduct yourself in a manner that does not escalate any disruption. When approaching a patron always identify yourself by name and state that you are a Library staff member. If the matter is not resolved at the informal level and you must ask the person for their I.D., be prepared to show them your I.D. also.

DISTURBANCES BY PATRONS: Call your supervisor, if not available,

Call any supervisor you know to be available, or call the Regenstein Circulation counter 2-8731 and ask for the supervisor on duty.

If none of the above can be reached, or the situation is dangerous, call Campus Security, Ext. 123.

Whenever Campus Security is called notify the Head of Circulation Services at the earliest opportunity. (Patricia Wilcoxen, JRL 160, 2-8720.) She is the library liason with the Security Department is concerned with the interaction between the library staff and Security staff.

The following are descriptions of types of disruptive behavior, and the steps that should be taken when each type of behavior is encountered:

A. **ANGRY VERBAL ABUSE** (examples: extremely abusive and threatening argument about a bill, insistence upon special library privileges, etc.)

Normally calm and reasonable library patrons may be aggravated into disruptive behavior by frustration: a bill they feel is undeserved, a book that is missing, etc. Your goal is to defuse the patron's anger.

1. Acknowledge existence of problem: explain procedures, describe steps that can be taken to solve the problem. Listen supportively, with empathy and understanding. Be aware that patron is venting inner frustration; anger is probably not directed at you, especially in the early stages.

2. Enlist aid of supervisor or another staff member. If complaint seems legitimate, refer problem to supervisor.

3. Personal verbal abuse should not be tolerated. If a patrons' tirade goes beyond criticism of library policy and focuses on you, particularly if this abuse is racist, sexist or ageist in nature, retreat from the confrontation immediately.

Call your supervisor, or if that person is not available, call another staff member. If alone in unit, call Campus Security, Ext. 123.

B. **THEFT OF PERSONAL PROPERTY FROM PATRON IN LIBRARY** (This is somewhat different than the other types of behavior described, but the patron will probably be disturbed and approach a staff member for help.)

1. Be supportive and helpful to the patron, but do not say anything which could be construed that the Library has any responsibility for the loss.

2. Encourage the patron to use your telephone to call Campus Security, Ext. 123, and report the loss. Campus Security will take a limited amount of information over the telephone and will send an Officer to the Library to take a full report from the patron. Campus Security will decide whether or not to also call the City Police.

3. Only the victim can make a report to Security, but after talking with a staff member, if the victim declines to notify security, the Library staff member should notify the Head of Circulation Services, JRL 160, of the incident.

C. **ACCIDENT OR ILLNESS OF USERS**

1. Call Security, Ext. 123. If the person is ambulatory, Security will come and transport them to the Emergency Room at Mitchell Hospital (Billings).

2. If the person is not ambulatory tell the Security Dispatcher and he/she will call an ambulance. Do not call 911 or the Paramedics. Security will make the appropriate contacts.

3. If you have any complaints or questions about the Security Department's response, notify Pat Wilcoxen, JRL 160, Ext. 2-8720.

If other users volunteer to assist, use them in ways that do not require any decisions on their part, or put them in any jeopardy, such as waiting at the front door for Security to arrive and escorting the officer directly to area where needed, or to you.

D. **DESTRUCTION OF LIBRARY MATERIALS** (examples: writing in books, cutting out pages, damaging furniture, using library materials destructively, etc.)

1. If action seems to be accidental, unintentional, or fairly minor, tell patron to stop. If patron is cooperative, and this is a first offense, you may want to handle the problem locally, i.e., have patron replace material, etc. Use your own judgement, but call for help if you have any doubts.

2. If action seems deliberate and seriously destructive, call Campus Security, ext. 123. Confront the person and ask for his or her I.D. card. Keep the card and give to the Security Officer when he/she arrives, and secure the damaged materials as evidence. If the person refuses to give you an I.D. card, or leaves the area, be prepared to give Security a physical description and to make a formal complaint when the Security Officer arrives. If the person is a student, a copy of the complaint will be sent to the Dean of Students for disciplinary review.

(NOTE: If you observe damage to furniture or the building, but did not see someone do it, call Security anyway and ask them to come and take a report of vandalism.)

E. **SUSPECTED ATTEMPT OF THEFT OF LIBRARY MATERIALS** (Occasionally you will suspect that a user is trying to take Library material without charging it out, or that the Library markings have been removed to make an item appear to be personal property.)

1. Since it may only be a suspicion on your part, DO NOT accuse the person of anything. Calmly take the piece in question, and another properly charged Library book from the same person if one is available, and tell the person that you need to have a supervisor check them.

2. If you are able to leave the area, take the pieces to a supervisor. If you cannot leave your post, call a supervisor. DO NOT get into a discussion with the user. The person may leave before the matter has been resolved, but do not try to detain him/her. If you have a book with charge evidence, that will identify the person. If the person becomes agitated, calmly hold your ground and repeat that the supervisor will talk with him/her. Never use an accusatory manner. Always state that the Library records need to be checked, so that the user will not have any problems with the loan.

3. The above directions are more difficult and delicate if there is no supervisor available. Start out as above, by taking the material and saying that you will have to have a supervisor check it, and that user can pick it up at the Circulation Desk at his/her convenience. Then put the material on the supervisor's desk with the necessary information for follow up.

4. If the person objects strongly to #3, have the person write down the call number, piece number (bar code) and his/her patron number on a piece of paper, (you check these against the piece and the person's I.D. card). Also have the user write his/her name and phone number so that the supervisor can get in contact with him/her. Again, make sure it sounds like it is our problem with records. Then let the user take the item in question, if he/she insists, and leave the paper with the information for the supervisor. Staff will follow up on each of these--to apologize for the delay if we cannot substantiate any problem, or to take action through the appropriate channels if there is a problem.

F. **REFUSAL TO ABIDE BY LIBRARY RULES** (examples: refusal to show I.D. card upon entry or books upon exiting library, insistence upon smoking or eating in inappropriate area, etc.)

1. Advise patron of rule. Explain reasoning behind rule. Provide patron with alternatives: explain where patron may go to get I.D. or to smoke or eat.

2. If behavior continues, ask patron for his or her name and Library card number, record these, and then ask patron to leave the Library. Give name and information about incident to Head of Circulation Services who will contact the Dean of Students if that is appropriate.

3. If patron refuses to give name or leave, call Campus Security, ext. 123, and ask them to come and make out a report of the incident, and escort the person out of the Library. Notify Pat Wilcoxen if this was done.

G. **BIZARRE BUT NON-THREATENING BEHAVIOR** (examples: random, senseless movements; erratic, inappropriate, abnormal actions that are distracting to others)

1. Approach patron directly, ask if patron needs assistance. Enlist aid of another staff member if possible.

2. Tell patron the behavior is distracting and disturbing to other library users and must be stopped. Be direct and firm.

3. If behavior continues, follow procedure for Disturbances by Patrons on page 2 of these guidelines.

H. **DISRUPTIVE BEHAVIOR** (examples: loud talking, singing, approaching staff or other patrons and engaging them in unwanted and inappropriate interaction.)

1. Tell patron to be quiet. Inform patron that the behavior is disturbing to the other library users and must be stopped. Enlist aid of another staff member.

2. Follow numbers 2 & 3 in Refusal to Abide by Library Rules above.

I. **DISRUPTIVE BEHAVIOR OF CHILDREN** (examples: loud talking, crying, running around or left unattended).

1. Find parent and explain that children are permitted in the building only to accommodate the parent's use of the Library, and only as long as they do not disturb the other users. Since the current situation is disturbing to others we must ask the parent to take the child out of the Library.

2. Follow numbers 2 & 3 in Refusal to Abide by Library Rules above.

J. **SUSPICIOUS LURKING** (examples: person seems to be out of place, is not using library materials, seems to be watching other patrons or their belongings, or attempts to enter a non-public area.)

1. Ask if patron needs assistance.

2. Watch the person--or ask another staff member to watch while you notify your supervisor and if in Regenstein Library, notify the Head of Circulation Services, Pat Wilcoxen, ext. 2-8720.

3. If person's response is not appropriate or seems evasive, call Campus Security, ext. 123, and ask them to come and make out a contact report. If the person leaves the area before Security arrives, be prepared to give a complete description of the person.

K. **SEXUAL OFFENSES** (examples: indecent exposure, inappropriate sexual advances)

1. Call Campus Security, ext. 123, immediately. Say you are reporting a sexual offense. Give you name, your building and room number. Give as full a description of the offender as possible, and the last place seen or direction of flight. Immediately after talking with Security, notify Head of Circulation Services, Pat Wilcoxen, ext. 2-8720.

2. The patron or staff member to whom the behavior was directed may be very upset. Do not try to get them to give you all the details in a public area. Try to take the person to an office or an area away from others. If possible, it is best to have the victim talk directly to the Security dispatcher. Be supportive of the feelings of the victimized patron or staff member.

L. **THREATS TO PERSONAL SAFETY OF STAFF AND PATRONS** (example: disturbed patron is armed and/or violent)

1. Call Campus Security, ext. 123, immediately. Say we have a violent person in the Library. If the person is armed, inform the dispatcher. Give you name, your building and room number. If you are in Regenstein Library, immediately after talking with Security, notify the Head of Circulation Services, Pat Wilcoxen, ext. 2-8720.

2. Keep an eye on the situation, but without risking your own safety or inflaming the situation try to get others out of the area and remain at a safe distance yourself. Security will give you directions when they arrive.

University of Illinois

DRAFT

TO: Library Units

FROM: Library Committee on Security and Safety

Ginny Sinclitico, Chair
Lucy Hinderliter
Sara de Mundo Lo
Cindy Mottin
Mardell O'Brien
Norma Rash
Joyce Wajenberg

SUBJECT: SAFETY AND SECURITY SUGGESTIONS

Introduction

All of us as University Library staff members have the responsibility to keep the library as pleasant and safe an environment as possible. This responsibility includes discouraging disruptive behavior in the library and coping well with emergencies as they arise.

Our efforts to create a comfortable atmosphere sometimes attract people who jeopardize the work we have done. As public servants, we need always to be concerned about helping those who come to the library. To be really effective, we also need to learn how to handle problems which might be disruptive to the library. In addition, we want to promote a safe atmosphere for our staff.

With these goals in mind, the following suggestions are submitted by our committee.

I. Suggested opening procedures. (These guidelines should be custom-designed for your particular library or unit, and should be written out for all your staff to read and discuss periodically.)

A. Appoint one staff member to do an early morning rounds check of the entire library to look for anything that does not appear to be in order.

B. Check work areas for signs of missing equipment or supplies.

C. Check overnight book drop for signs of tampering or vandalism.

II. Suggested closing procedures. (Custom-design your own.)

A. Set up a procedure for clearing the library of patrons at closing time.

B. Lock all doors and windows.

C. Check all spots where people might be concealed.

D. Arrange for staff members to leave the building together after evening closings. If students are working alone until closing time, suggest that they encourage a friend to study in the library until it closes, so that the student does not have to leave the building unaccompanied.

E. Strongly encourage staff members without transportation to utilize Women's Wheels, or request escort service from Campus Student Patrol if within campus area.

F. Keep a written record of any irregular incidents which have occurred during closing procedures (patron refuses to leave building, etc.).

III. Suggested general security measures.

A. Check all doors and windows for adequate locks. Report any which do not function properly to the Library Business Office.

B. Keep an inventory of all major office equipment, including serial numbers and descriptions.

C. Keep accurate and up-to-date records of all people who have keys to the library or building. Report lost keys promptly.

D. Keep all spare keys locked up.

E. Establish a system of communicating problems and unusual incidents to supervisors. Keep a log of such problems and violations. Follow up by completing an "Incident Report Form" and sending it to the Director of your service.

F. Make sure your library has the best possible physical arrangement for safety. Consider exits, visibility, etc. Keep work area well defined, and restricted to staff only.

G. One staff member should make "rounds" of the library at regular intervals, especially in the course of the evening.

III. (continued)

H. Keep the University Police and Fire Department phone numbers by every telephone. Most library units have the University Police and Fire Department phone numbers as part of their speed call option; memorize these numbers. In case of theft, unruly patrons, or even suspicious behavior, call the Campus Police. In case of theft or vandalism, leave scene exactly as you found it until the Police arrive. Follow up by completing an "Incident Report Form" and sending it to the Director of your service.

I. Power Failure. Always keep a flashlight in a designated spot for staff to use if the power fails and lights go out.

J. Bomb Threat. If a bomb threat is received, follow these procedures:

1. Keep the caller on the line as long as possible. Ask the caller to repeat the message. Try to write down every word spoken by the person.
2. If the caller does not indicate the location of the bomb, or the time of possible detonation, ask for this information.
3. Inform the caller that the building is occupied, and the bomb could result in injury or death for innocent people.
4. Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments.
5. Pay special attention to peculiar background noises such as: motors running, background music, and any other noises which may give a clue as to where the call is being made.
6. Immediately after the caller hangs up, contact the Campus police and inform the person in charge. Since the police will want to talk first-hand with the person who received the call, remain available until they arrive.
7. If available, use the public intercom system, or initiate the phone tree procedure to evacuate the building. Announce, "There is an emergency and the police have requested that everyone leaves the building."
8. When evacuating the building, follow the same evacuation procedures established for fire.

---The following selected pages and descriptions of disruptive behavior have been adapted from the U.C.L.A. Public Service Policy Manual, Section A.7, "Guidelines for Library Staff Response to Disruptive Behavior." We recommend its use as a basis for written guidelines of the University of Illinois Library Staff.

Guidelines for Library Staff Response to Disruptive Behavior

Occasionally persons in the library manifest behavior that is annoying, inappropriate, or threatening to library users and staff. To aid library units in coping with these incidents, general guidelines are described below, and more specific situational examples are listed on the following pages. The purpose of these guidelines is to provide for staff a consistent approach to handling disturbed or disruptive patrons in order to enable others to make fullest use of library resources and services free of distraction and disturbance.

SOME GENERAL HINTS FOR DEALING WITH DISTURBED PATRONS - (These suggestions have already been printed in Library Office Notes and Staff Notes.)

1. Remain calm.
2. Repeat your request if necessary.
3. Do not argue with outrageous statements.
4. Be explicit.
5. Stay in control of the situation; do not allow patron to manipulate you.
6. Avoid humor or personal remarks.
7. Alert other staff members when strange behavior occurs.
8. Be considerate; listen to whole explanation even if you have heard it a thousand times before.
9. Offer a choice of actions or alternatives to patron if you can.
10. Be a team player when confronting a problem patron: get help. Do not try to handle it alone if someone is available for assistance.
11. Give support to another staff member who has had to confront a disturbed patron.
12. Never try to restrain or detain a patron forcefully. Do not touch a disturbed patron.

--adapted from "Twelve Commandments" by Marianne Steinberg, Social Worker, Crisis Center, San Francisco

The Campus Police strongly encourage all staff to call them, (3-8911), if ever a staff member feels uncomfortable and/or threatened in any situation. Whenever Campus Police are called, use the "Incident Report Form" to provide a written report for your immediate supervisor and the Director of your service. Ask the responding police officer for his/her name and the case number assigned to the incident.

The following are descriptions or types of disruptive behavior, and the steps that should be taken when each type of behavior is encountered.

ANGRY VERBAL ABUSE (examples: extremely abusive and threatening argument about a fine, insistence upon special library privileges)

Normally calm and reasonable library patrons may be aggravated into disruptive behavior by frustration: a fine they feel is undeserved, a book that is missing, etc. Your goal is to diffuse the patron's anger.

1. Acknowledge existence of problem: explain procedures, describe steps that can be taken to solve the problem. Listen supportively, with empathy and understanding. Be aware that patron is venting inner frustration; anger is probably not directed at you, especially in the early stages.
2. Enlist aid of supervisor or another staff member. If complaint seems legitimate, refer problem to supervisor.
3. Personal verbal abuse should not be tolerated. If a patron's tirade goes beyond criticism of library policy and focuses on you, particularly if this abuse is racist, sexist, or ageist in nature, retreat from the confrontation immediately.

   Call another staff member. If alone in unit, call Campus Police, (3-8911) and report the problem; be as specific as possible, and do not hesitate to request that an officer be sent to your unit. Give dispatcher your name, name of your unit, and name of building.

REFUSAL TO ABIDE WITH LIBRARY RULES (examples: refusal to have bags checked at turnstile, refusal to leave belongings at turnstile if area is restricted, insistence upon smoking or eating in the library, etc.)

1. Advise patron of rule. Explain reasoning behind rule. (Bags are checked to insure that books have been charged out to patron.) Provide patron with alternatives. (Explain where belongings may be left, where patron may go nearby to smoke or eat.)
2. If behavior continues, ask patron to leave.
3. If patron refuses to leave, call Campus Police, (3-8911). Tell the dispatcher what the problem is: refusal to cooperate with staff member about a library rule and explain the situation.

BIZARRE BUT NON-THREATENING BEHAVIOR (examples: random, senseless movements; erratic, inappropriate, abnormal actions that are distracting to others)

1. Approach patron directly, ask if patron needs assistance. Enlist aid of another staff member if possible.
2. Tell patron the behavior is distracting and disturbing to other library users and must be stopped. Be direct and firm.

BIZARRE BEHAVIOR (cont.)

3. If behavior continues, ask patron to leave. If patron refuses to leave, call Campus Police, (3-8911).

DISRUPTIVE BEHAVIOR (examples: loud talking, singing, approaching staff or other patrons and engaging them in unwanted and inappropriate interaction)

1. Tell patron to be quiet. Inform patron that the behavior is disturbing to the other library users and must be stopped. Enlist aid of another staff member.
2. If behavior continues, tell patron firmly to leave.
3. If patron does not quiet down or leave the library, call Campus Police (3-8911). Explain that you have a disruptive patron and want the Police to escort him/her from the premises.

SUSPICIOUS LURKING (examples: person seems to be out of place, is not using library materials, seems to be watching other patrons or their belongings, or attempts to enter a non-public area)

1. Ask if patron needs assistance.
2. Watch the person, notify other staff members.
3. If person's response is not appropriate or seems evasive, call Campus Police, (3-8911), even if person has left the area. Explain the situation, give your location, and give a description of the person.

OBSCENE TELEPHONE CALLS

1. Hang up immediately.
2. Call Campus Police, (3-8911). Ask to file a report with a patrol officer. Be prepared to describe what you can recall of the caller's voice, sex, probable age, what the caller said (even if very obscene -- officers are accustomed to taking such reports), and to describe background noises, if any.)

SEXUAL OFFENSES (examples: indecent exposure, inappropriate sexual advances)

1. Call Campus Police, (3-8911) immediately. Report that a sexual offense has occurred in your unit. Give your name, unit, and location. Give as full a description of the offender as possible, and the last place seen or direction of flight.
2. Person to whom the behavior was directed may be very upset. Do not try to get person to give you all the details in a public area. Try to take person to an office or an area away from others. If possible, it is best to have the victim talk directly to the dispatcher. Be supportive of the feelings of the victimized patron or staff member.

THREATS TO PERSONAL SAFETY OR STAFF AND PATRONS (example: disturbed patron is armed and/or violent)

1. Call Campus Police, (3-8911), immediately. Inform the dispatcher that a violent patron is on the premises and request immediate assistance. If the person is armed, be sure to inform dispatcher. Give your name, unit, and location.
2. Have someone stay on the line with the dispatcher if possible. Without risking your own safety or inflaming the situation, try to get other staff and patrons and yourself out of the area.

--The preceding suggestions were adapted from "Guidelines for Library Staff Response to Disruptive Behavior," from the University of California at Berkeley.

A general file of articles pertaining to university libraries safety and security concerns is available for review in the Library Personnel Office. Another useful general "Safety Checklist" obtained after the compilation of this list can be found in "Controlling Crime: A Security Cehcklist," by Alan J. Lincoln and Carol Z. Lincoln, Library and Archival Security, 8, (1986): 145-153.

INCIDENT REPORT FORM

Use this form to report incidents such as verbal abuse, destruction of library materials, disruptive and/or disturbed patrons, theft, obscene phone calls, sexual offenses, etc., that occur in your Library unit.

Name of Library/Unit _____

Date and time of incident _____

Library staff member making report _____

Job title _____

Supervisor of Library/Unit _____

DESCRIPTION OF INCIDENT (Give as full a description as possible of what occurred. Use verso if necessary.):

Were police called? _____ Reporting Officer _____

Police case number _____

What action did police take? _____

_____

Names and telephone numbers of other witnesses (staff and/or patrons)

_____

Any further comments? _____

_____

_____

---Please send this report to the Director of your Service.

SECURITY MATTERS

UNIQUE TO

LIBRARIES

CIRCULATION DEPARTMENT
UNIVERSITY OF NORTH CAROLINA AT
CHAPEL HILL
DAVIS LIBRARY 039A
CHAPEL HILL, N.C. 27514

A FEW SUGGESTIONS

FOR

LIBRARY STAFF

PROVIDED BY

UNIVERSITY POLICE

Emergencies: 962-6565 Business: 962-8100

Generally, the library operates smoothly without any need of the police officers spending inordinate amounts of time patrolling and getting involved in library business. But there are occasions when library staff need the police to come to the library in an official capacity and deal with several different types of problems. Some of the problems dealt with in libraries are the same type of problems that are encountered anywhere else on campus. This article will try to cite a few examples in which a cooperative effort is needed to keep order and to maintain the atmosphere and rules that keep the library functioning well, both from the standpoint of protecting the persons, their property and the library's collections.

Police should be called:

1. When a suspicious person is seen loitering, soliciting, or misbehaving in a library. Any person who appears to be in the library with no legitimate business is reason to call University Police and have the person checked. Library staff are asked to show the person to police when police arrive.

2. Upon the discovery of the theft of library books, when it appears that a crime of some kind has been committed. High-value books missing from shelves and are not signed out, especially old, out-of-print, donated, historic, collection items. Books turned in late, or, are outstanding, while student is still enrolled is not considered a crime.

3. Damage to books, periodicals, etc., beyond normal wear and possibly done as malicious destruction is a crime. Police will assist with identifying, apprehension and prosecution of any person who can be identified as such an offender.

4. Vandalism to library fixtures, elevators, or anything inside or immediately outside the building requires police to investigate.

5. Any assault, intimidation, fighting, scuffling by two or more individuals; or in which someone is the victim of a crime.

University of North Carolina

6. Theft of personal property that was carried into the library and stolen while inside or just outside the premises.

7. Any indecent act that takes place in or around the library.

8. When a person becomes ill, faints, has a seizure or an accidental injury.

DETERMINING THE SERIOUSNESS OF AN INCIDENT

Quiet must be maintained in libraries. However, it would be unwise to expect college-age persons to maintain strict discipline all the time. Occasionally someone will make a disturbing noise or create a minor disturbance that raises ire and eyebrows. Usually a stern look or a calm reminder will restore order. If it doesn't, then it's time to consider asking for police help. This same principle applies to other needs for police.

Police can only make an arrest when they have a warrant signed by a magistrate and a complainant or when police actually see a criminal act committed. That leaves a large area of grey in which it is more practical to bear more strain than one wants to. Once a warrant is drafted, police have no option, that warrant must be served. So, a little "common sense" is a good qualifier as to whether to get the police involved in an insignificant incident.

The criminal laws have a yardstick to use in determining whether a specific act is a crime or not. Two items must be satisfied before it's a crime: 1. The INTENT and 2. The ACT. If an act is committed with no criminal intent, the action probably isn't a crime; if, on the other hand, there is obvious intent but no follow-through or an ineffectual attempt, it probably will not be a crime. You can't prosecute for what a person simply thinks. In some cases, however, just an attempt constitutes a crime, such as in attempted rape. But even with this crime, if we take it apart, we find the needed two elements, the intent to attempt and the act of attempting.

In Criminal Court, usually the most difficult element to prove is a person's intent. Most criminal laws write in the word "willfully" to make sure that a person is not put in jail for an act of damage but happened by accident.

There are some insignificant-looking things that are criminal and in these cases, police should be called, regardless of how your opinion runs about the seriousness of these violations of the North Carolina General Statutes, especially those designed to assist libraries in keeping their books intact and available. At the end of this article, these general statutes are published for your quick reference and to provide an overview of the position the law takes on the protection of your books.

Police suggest that you read carefully and get acquainted with these laws pertaining to libraries. These will be the legal tools with which you preserve the integrity of the book collections.

RESTRAINING A PERSON

When it comes to trying to keep a person in your presence so that police can be called to make an arrest or to deal with the person, here are some words of advice:

Do not grab, hold, or physically touch a person who is a suspect in a crime.

Try to maintain conversation with the person to keep the person in your office, or at some place out of the public's view and hearing without touching, handling, blocking, locking or otherwise physically restraining until police arrive. If the person insists on leaving and does leave, don't offer resistance. Take a careful description down on paper and watch the route of travel so police can be informed. If a crime has been committed, police will be able to take the person into custody. Mere suspicion that a crime has been committed is not sufficient reason for police to detain a person.

exceed the sum of fifty dollars ($50.00), the person committing same shall be punished as a class H felon. (1935, c. 300; 1943, c. 543; 1979, c. 760, s. 5.)

NCGS 14-76.1. MUTILATION OR DEFACEMENT OF RECORDS AND PAPERS IN THE NORTH CAROLINA STATE ARCHIVES. If any person shall willfully or maliciously obliterate, injure, deface, or alter any record or paper in the custody of the North Carolina Archives as defined by G.S. 121-2(7) and 121-2(8), he shall be guilty of a misdemeanor and upon conviction imprisoned for a term not exceeding two years or fined not exceeding one thousand dollars ($1000) or both. The provisions of this section do not apply to employees of the Department of Cultural Resources who may destroy any accessioned records or papers that are approved for destruction by the North Carolina Historical Commission pursuant to the authority contained in G.S. 121-4(12). (1975, c. 696, s. 3)

INDECENT EXPOSURE

NCGS 14-190.9: Any person who shall willfully expose the private parts of his or her person in any public place and in the presence of any other person or persons, of the opposite sex, or aids or abets in any such act, or who procures another to perform such act; or, any person, who, as owner, manager, lessee, director, promoter or agent, or in any other capacity knowingly hires, leases or permits the land, building, or premises of which he is owner, lessee, or tenant, or over which he has control, to be uses for purposes of any such act, shall be guilty of a misdemeanor punishable by a fine not to exceed $500, imprisonment for not more than 6 months, or both.

DISORDERLY OR
THREATENING BEHAVIOR
AND ASSAULT

University of Virginia

If a library patron reports to you, or if you observe, or become involved in an incident of threatening disorderly behavior or social misconduct including threatening aggressive behavior, sex offenses, apparent drug-induced or mentally-disturbed irrational behavior:

IMMEDIATE ACTION:

A. KEEP CALM - You can considerably aggravate the situation by panicking.

B. Your first responsibility is to protect yourself and others from physical harm. If possible, avoid being drawn into any sort of confrontation, especially DO NOT GET INTO AN ARGUMENT with someone behaving irrationally or aggressively. Do not attempt to "step in" or otherwise act as a police officer.

C. GET THE FACTS - As many as you can, as accurately as you can:
   1. Exactly what the circumstances of the incident are.
   2. The name(s) and/or description(s) of the person(s) involved.
   3. The precise library location of the incident.
   4. The name of the person reporting the incident if you did not personally observe it.

D. CALL 9-911 and ask for University Police. Give them the information you have collected. If possible, the victim should talk directly to the police. In any case, keep the victim at hand so the police can talk to him/her when they arrive.

E. If the incident occurred in Alderman Library, call the Circulation Desk (4-3017) to let the desk attendant know the police are coming and where to direct them.

F. Ask the victim(s) if there is anything you can get or do for them and try to calm them down. If medical treatment is warranted, call the Rescue Squad 9-911.

G. As soon as possible, complete an Incident Report Form (see following page) and give it to the Library Committee on Safety and Emergencies. As appropriate, copies of this form will be distributed to all departments and branches so all staff will be alerted to possible future incidents.

H. For incidents involving bodily injury, complete an accident report (See Accident/Damage Report).

UNIVERSITY POLICE 9-911
RAPE CRISIS HOT LINE 977-7273
RESCUE SQUAD 9-911

INCIDENT REPORT

The following incident of theft, disorderly or threatening behavior and/or assault recently occurred on library property. This description of the incident and the individual(s) involved is being circulated to the staff so you will be alerted to the possiblity of future offenses.

Please familiarize yourself with this information. Should you observe an individual fitting this description and exhibiting suspicious behavior, please contact the UVA POLICE (9-911) at once. In Alderman, notify the Circulation Desk so the police can be directed to the proper location.

Date of incident:_____ Time:_____

Exact location (library, floor, room)_____

Reported to:_____ Dept._____

Nature of the offense and brief narrative of the incident:

_____

_____

_____

Subject (Last Name, First, M.I.)	Alias	Sex	Race	Date of Birth	Age	Hand	Build	Height	Weight	Skin	Eyes

Hair Color	Hair Length	Hair Type/Style	Hair Facial	Subject May Be Located At

Distinguishing Features	General Appearance	Demeanor	Voice/Speech	Actions/Trademarks

Hat	Coat/Jacket	Sweater	Blouse/Shirt	Skirt/Trousers	Shoes	Jewelry

Known Associates and Areas Frequented

Additional information/follow-up:_____

_____

_____

Victim's Name: _____ Phone: _____

Address: _____

UVa Police Contacted: ___ Yes ___ No

9-A

UNIVERSITY OF WASHINGTON LIBRARIES

Operations Manual

Policies, Guidelines and Procedures

Vol. 1
Section B. No. 4
Revised December, 1987

Policy on Libraries Disruptions

"The Libraries constitute a vital instructional arm of the University of Washington and exist primarily to contribute to the University's teaching and research functions." University of Washington Handbook, Volume VI, Page 21.

It is the Policy of the University Libraries to maintain a quiet and otherwise appropriate atmosphere in order to fulfill its obligation to contribute to the University's instructional and research objectives. It is incumbent upon library users to cooperate in maintaining the lowest possible noise levels and to conduct themselves in accordance with the rules of the University Libraries to assure an atmosphere conducive to study in all units of the Library system. Those users who violate these requirements will be subjected to University discipline and other legal actions, in accordance with the following procedures:

1. Students or other users who are identified by library staff as contributing to excessive noise levels or violating other University Libraries' rules will first be asked to desist from such activities.

2. Should the student or other user fail to abide by the directions of the Libraries' staff, or should the student or user resume excessive noisemaking or violation of other University Libraries' rules, that student or user shall provide identification to the Libraries' staff, shall remove him/herself from the Library unit, and shall not return to that facility for the remainder of the day.

3. Should the student or other user fail to remove him/herself as directed by library staff, or should the student or other user be identified as a repetitive violator of University Libraries' rules, that student or other user will be identified for appropriate University disciplinary action, or other legal actions, as are appropriate, and as are consistent with the Rules of the University, the Washington Administrative Code, and the Laws of the State of Washington.

PROCEDURE FOR IMPLEMENTATION OF THE POLICY ON LIBRARIES DISRUPTION

The staff members in charge of a unit of the Libraries will implement the Policy on Libraries Disruption as follows:

1. Library users identified as disruptors will be given a copy of the "University of Washington Libraries Policy on Libraries Disruption" and be asked to desist from the disrupting activities.

2. In the event that a disruptor fails to abide by the direction of a Libraries staff member, identification will be requested by the staff member. The disruptor will be asked to leave the building. The Librarian in charge of the Libraries unit will keep a file of names of disruptors, the dates, and specifics of the incidents so that repeated violators may be identified and further dealt with if necessary.

3. A. In the event of a refusal to give identification or leave the Libraries unit, the staff member in charge will request the immediate assistance of the Campus Police who derive their authority under WAC 478-124-130 (1) and (6).

   B. In the event of repeated violation by a student, the Libraries will seek disciplinary action as allowed by WAC 478-120-040, Student Conduct Code:

      1. The staff member in charge of the Libraries unit will issue a written disciplinary warning. A copy of the disciplinary warning is to be kept on file in the appropriate library administrator's office. (A copy of this warning is attached as Appendix A.)

      2. Continued violation will result in the issuing of the formal written reprimand by the appropriate library administrator's office censuring the student for violation of University rules and for failure to meet University standards of conduct. The reprimand will include the specifics of the incidents and a statement that continuation or repetition of the misconduct will result in more serious disciplinary actions. A copy

of this reprimand will be sent to the Office of the Vice President for Student Affairs.

3. Should a written reprimand not result in acceptable behavior, the appropriate library administrator will recommend to the Director of Libraries that disciplinary probation or dismissal be sought. The Director of Libraries may initiate such action through the Office of the Vice President for Student Affairs.

UNIVERSITY OF WASHINGTON LIBRARIES

Disciplinary Warning

_____
date

TO:_____

Notification is hereby given that you are in repeated violation of the University of Washington Libraries' Policy on Library Disruptions. A copy of this Policy is attached.

Continued disruptions in the Library will result in issuing of a formal written reprimand censuring you for violation of University rules. A copy of this reprimand will be sent to the Office of the Vice President for Student Affairs. Continued misconduct may lead to more serious disciplinary action as specified in the Student Code (University of Washington Handbook, Volume III, Page 14).

_____
Signature

_____
Title

Established March 1981
Revised December 1987

Section 7

PERSONAL HARASSMENT/DEVIANT BEHAVIOUR

Harassment, in this context, is understood as undue or unreasonable interference with one's work or working environment. If you are subjected to personal harassment or if you witness some act of deviant behaviour, take the following steps:

1. Report the incident immediately to the Library Attendant on duty, who will call the Security Department.

2. Remain at the Attendant's station until Security officers arrive so that you can identify the person if he/she tries to leave the building.

3. Report the incident to your Department Head and to the Library Office.

4. If you are unable to leave an area, call the Library Attendant and request that he/she come to you.

5. In the U.M.D. Library, report all such incidents directly to the Security Department immediately.

Dana Porter Library Attendants - 2283
Security Department - 3211
Library Office - 2282

Section 8

PROBLEMS RELATING TO ALCOHOL/DRUGS

Should you observe or encounter a person who appears to be under the influence of alcohol or drugs:

1. DO NOT CONFRONT THE PERSON.

2. Leave the area as quickly as possible.

3. Report the incident immediately to the Library Attendant on duty who will, in turn, advise Security Department.

4. Wait at the Attendant's station until the authorities arrive so that you can provide further information.

5. In the U.M.D. Library, notify the Security Department directly.

Security Department - 3211

University of Waterloo

EMERGENCY PROCEDURES

University of British Columbia Library
Policies and Procedures

A Administration
Directive #1
Revised: December 1983

EMERGENCIES

Fire, Explosions, Bomb Threats, Power Failures and Accidents

EMERGENCY TELEPHONE NUMBERS:

Fire Department and Ambulance - Local **4567** - Call in case of fire, explosion, bomb threats, and major accidents.

Acute Care Unit - Emergency - Local **82-7222**, or **9-228-7222.**

University Patrol - Local **4721.**

R.C.M.P. - 9-224-1322.

Librarian's Office - Local **3871** or **3310.**

POLICY

The staff member who is in charge of the Main Library, the Library Processing Centre, or a Branch Library has standing instructions to evacuate staff and users, close the building (or Library premises) and summon emergency assistance, without consulting the President's Office in any of the following emergency situations:

1. Fire
2. Explosion
3. Bomb Threat
4. Any other situation posing an immediate threat to the physical safety of staff and users.

GENERAL RULES

1. Know the locations of alarms and extinguishers in your work area and how to use them.

2. Know the locations of exits in your work area.

...2

General Rules - continued

3. Have flashlights in a fixed and accessible location.

4. Have key to electrically controlled turnstiles within easy reach.

5. Remember that each Division/Branch has two general responsibilities:

   a) to clear its area, and
   b) to guard its exits.

PROCEDURES IN AN EMERGENCY

A. FIRE

1. **If you discover a fire or detect smoke -**

   a) sound the nearest **FIRE ALARM.**

   b) if possible, attempt to control the fire with extinguishers or fire hoses. Otherwise, vacate the area.

   c) Report the location of the fire: during **NORMAL WORK HOURS** to the Librarian's Office (**3871** or **3310**) or to the Information Desk (**2077** or **6375**) evenings and weekends.

   d) Await the arrival of the fire truck to inform the firefighters of the location of the fire. In the Main Library, proceed yourself or have someone else proceed to the Fire Location Annunciator Panel on the outside rear wall of the Main Library.

2. **When you hear the fire alarm -**

   a) When the alarm sounds, all persons in the building **MUST** evacuate it as soon as possible. It is the duty of the Library staff however, to ensure that all users leave the building.

   b) Staff will carry out their assigned "Fire Alarm Duties" or report to their supervisors for assignment of duties.

   c) If possible, close all windows and doors, turn **ON** all lights, turn **OFF** all machinery and appliances.

   d) Allow no one to enter stack areas.

   e) Allow no one to use elevators.

   f) Check that Library users leave all Library books behind. (Don't waste time with those who refuse to cooperate.)

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2. Continued.

g) Staff should make every effort to ensure no one remains in the building. Any doubts about the building not being cleared should be reported to the fire fighters or the Librarian-in-charge.

h) On the sounding of the Fire Alarm, the person in charge of the building should wait near the main entrance of the building to observe exit progress and receive reports on the clearance of the building.

B. EXPLOSION

1. In the event of an **EXPLOSION** in the Library, proceed as in the case of a **FIRE - SOUND THE ALARM.**

C. BOMB THREATS

1. When a bomb threat is received, the Library building or premises **MUST** be evacuated and closed.

2. Persons who received a bomb threat should immediately inform the senior staff member in the Division/Branch or the Librarian-in-charge of the building. If the threat is received by telephone, try to remember the exact words of the caller (write them down).

3. The Librarian-in-charge should proceed as follows:

a) Phone the **Fire Department**, Local **4567** immediately. Tell them you have received a bomb threat and are going to clear the building by sounding the **Fire Alarm.**

b) Phone the **Patrol**, Local **4721.** Tell them that you have received a bomb threat and that you are going to clear the Library building by sounding the **Fire Alarm.** Request that they inform the R.C.M.P. immediately, and that they send Patrol assistance to help in clearing the building, to lock the doors after the building has been cleared, and to search the building for bomb(s).

c) Sound the **Alarm** to clear the building.

d) Phone **Physical Plant Emergency**, local **2173** and request that they send an electrician to turn off the alarm bells, and assist the Patrol if needed with lighting or electrical circuits, and a locksmith to reset the locks on the emergency doors.

e) Once the building has been cleared, post notices that the building is closed and give the time that the building will reopen. The building should remain closed for a minimum of one hour or as long as it takes the Patrol to ascertain that it is safe to re-enter the building.

. . . 4

4. Notify the University Librarian, Assistant Librarian for Administrative Services, or the Division/Branch Head if they are not in the building.

5. In the event of a bomb threat, when clearing the building, allow users and staff to take their belongings.

6. Instructions for re-entry into the building will be given by the Librarian-in-charge.

EMERGENCY ACTION EVENINGS OR ON WEEKENDS - MAIN LIBRARY

The Following special instructions apply:

1. If there is only one staff member in a Division/Branch he/she will stay at the turnstile and direct people towards exits.

2. If there are more people than required at the turnstiles, the others should be assigned to assist with the evacuation and to guard other fire exits.

3. The Librarians-in-charge of the Social Science, Humanities and Science Divisions will be responsible for clearing their respective areas and the stacks.

4. In the event of a serious fire, the Librarian at the Information Desk will phone either the University Librarian or the Assistant Librarian for Administrative Services.

D. POWER FAILURE - MAIN LIBRARY

1. If the power fails in the Main Library after a short delay the emergency lighting plant will cut in automatically, but the emergency power can last for only thirty minutes.

2. Await instructions from the Librarian's Office or the Librarian-in-charge.

3. The Librarian's Office or the Librarian-in-charge as applicable will notify Physical Plant, local **2173** immediately.

4. If the Physical Plant cannot give assurance that the power loss will be for a short duration, **the Library should be cleared.**

5. To clear the Library, call the Patrol for assistance. Inform the Fire Department that the Library is to be cleared and get permission to sound the alarm. Then use the alarm signal outside Circulation Division. **DO NOT SOUND THE ALARM** until the Fire Department has been notified.

6. Everyone should leave the building.

7. Allow no one to light matches.

. . . 5

8. **Check the elevators:** if anyone is trapped in an elevator, phone Physical Plant, local **2173.** Someone should be left at the elevator to reassure those trapped inside.

9. Library users should leave the Library quickly and take their possessions with them. However, they **CANNOT** charge out books.

10. When the Library is evacuated, post guards at the exits and remain outside the building until the "all clear" has been sounded or given by the Librarin-in-charge.

11. If the Library is cleared after 5:00 p.m. on weekdays or on weekends, the University Librarian or one of the Assistant Librarians should be advised at home.

RE-ENTRY

1. Wait until the all clear signal is given before re-entering the building.

2. The all clear signal will be sounded from the Fire Truck - consisting of a "high-low" wail of the siren.

3. The firefighters should verbally advise the Librarian-in-charge of the all clear.

4. **The Librarian's Office or the Librarian-in-charge will notify Physical Plant** that an electrician and a locksmith are needed to reset the Library Emergency doors and certain alarms.

DUTIES OF THE PERSON IN CHARGE OF A DIVISION OR BRANCH WHEN AN ALARM RINGS OR POWER FAILS

1. Have a Division/Branch area duty and evacuation plan. (Area responsibilities of each Main Library Division/Branch Head are listed in Appendix A, attached.)

2. Assign staff to duties for the area and to guard exits from the Division/Branch. Staff members should be posted at the exits to stop persons entering the building during an alarm. When applicable, staff should be assigned to clearing the area, closing the windows, opening the fire exit doors, and turning off machinery.

3. Allow no one to use elevators.

4. Distribute flashlights if power fails.

5. Report or send someone to report to the Librarian-in-charge at the main entrance of the building that the area is clear.

6. Ensure staff know the location of **Fire Alarms** and **Fire Extinguishers** in the area. (For Main Library, see Appendix B, attached.)

. . . 6

E. MAJOR ACCIDENTS TO STAFF AND USERS

1. In case of a major accident, persons at the scene should notify the Fire Department, local **4567** (or **9-228-4567**).* The Fire Department is equipped to handle emergencies including inhalator calls. When a call has been received, the Fire Department will proceed to the scene and will notify the Acute Care Unit and the Patrol if necessary.

   The physician on duty at the Acute Care Unit will decide whether a doctor goes to the scene of the accident. If the victim can be readily moved he/she may be transported to the Acute Care Unit or a city hospital, at the discretion of the Fire Department.

   * **Note:** If a telephone is not available to call the Fire Department, it is permissible to pull a "break glass" fire alarm. However, this should be done only when absolutely necessary as it results first in a general call of all fire fighting equipment followed by the emergency vehicle.

2. The Patrol vehicle may, if necessary, go to the scene of the accident and will assist the firefighters in any way possible. If the Patrol arrives at the scene of the accident before the Fire Department, they will render first-aid as required. If in doubt, they will consult the doctor on duty at the Acute Care Unit.

3. If a person is found **unconscious** be aware that there may be serious unseen injuries, e.g., fractured spine or other broken bones or internal bleeding. In case of injury or sudden severe illness when the victim is **unconscious** or **semi-conscious** it is advisable to refrain from moving the victim, (except as in a) below), until professional help arrives.

   a) **DO NOT MOVE** the victim unless his/her life is endangered by his/her situation, e.g., fire, explosion, moving machinery.

   b) If the victim appears to have difficulty in breathing, check for tight neck bands, or tongue, false teeth or other foreign bodies in throat. Remedy situation without twisting the victim's neck.

   c) If possible, remove any dangerous objects from the vicinity of the victim.

   d) Keep victim warm.

4. Inform the Librarian's Office with particulars of name, time, what happened, where, and how.

F. MINOR ACCIDENTS (OR ILLNESS)

1. Send injured or sick person to east entrance, Acute Care Unit - day, night, weekends. The Health Service in the Acute Care Unit may be phoned for advice and telephone assistance - Day: **228-7011**, Nights/Weekends: **228-7222.**

2. Inform the Librarian's Office with particulars of name, time, what happened, where, and how.

3. **Patrol,** local **4721** will provide transportation for victims of minor accidents or illness.

G. FIRST-AID

Each Division/Branch should have a First-Aid box(es). See that they are ready for use and complete. First-aid box supplies are available on request from the Librarian's Office.

THE UNIVERSITY OF CHICAGO LIBRARY

1100 EAST 57TH STREET
CHICAGO • ILLINOIS 60637-1502
(312) 702-8740

EMERGENCY EVACUATION
THE JOSEPH REGENSTEIN LIBRARY
JANUARY 1988

I. Introduction

The Regenstein Library is a large and complex structure. Evacuating it rapidly and safely requires both a thorough and generally understood procedure, and a cadre of members who have been given specific responsibilities and who understand how to discharge them.

This Emergency Evacuation Procedure describes the building alarm systems and outlines the general provisions for evacuation. All staff should read and understand them. The responsibility for the selection and training of staff who will serve as emergency control officers is under the direction of the Head of Circulation Services, who is also Chief Emergency Control Officer.

II. Discovery of Fire -- Response by Staff Member

A. ACTIVELY BURNING FIRE

Any member of the staff who discovers an actively burning fire which poses the threat of spreading rapidly is to:

1. immediately pull the nearest fire alarm box, and

2. call Regenstein Circulation (Ext. 2-8731) to report the exact location of the fire.

Only after these steps have been taken, thereby alerting the building's occupants and summoning the fire department, should other actions be taken. In general, the fire alarm boxes are located on the wall adjacent to each emergency exit, and many internal stairways, and on each floor directory. (Since there are exceptions, all staff should familiarize themselves with the exact location of the alarms in the areas they frequent.)

B. SMOKING, SMOLDERING OR COLD FIRE

Any staff member who discovers a smoking, smoldering or cold fire is to:

1. immediately call University Security (Ext. 123) and

2. call Regenstein Circulation (Ext. 2-8731) to report the location of the discovery.

If, after making such calls, the person discovering the fire feels that it can be extinguished or confined without endangering personal safety a fire extinguisher may be used in such an attempt. In general, fire extinguishers are located above water fountains in the reading rooms, in wall cabinets in the stacks, and in most work areas. All staff should note the exact location of the extinguisher in their area. In making the judgment about whether to attempt to extinguish the fire, a staff member who also has fire duty assignments should keep in mind that if the alarm has triggered mass evacuation of the building, with its attendant dangers, a more vital service might be rendered by taking a preassigned position to direct readers toward the emergency exits.

III. Power Failure

A separate power failure procedure is in preparation as of January 1988. Power failures do not always require evacuation of the building.

IV. Other Situations Requiring Building Evacuation

Situations other than fires may arise which might require evacuation of the building (e.g., a bomb, or an explosion). Any staff member who discovers a situation which may require the evacuation of the building is to:

1. call Regenstein Circulation (Ext. 2-8731). The senior supervisor on duty will decide whom to consult and when to call University Security.

Any staff member who discovers a situation which in that staff member's judgment requires the immediate evacuation of the building is to:

1. immediately pull the nearest fire alarm box, and

2. call Regenstein Circulation (Ext. 2-8731).

V. Alarm Systems

The Regenstein Library and its users are protected by a network of heat sensors, smoke detectors, and manual alarms. When the alarm system is activated, either manually or by heat or smoke, an alarm horn sounds throughout the building, the zone of the trouble is flashed on a light panel in JRL 160, and the alarm is transmitted to the University Police Office and the Chicago Fire Department. In other words, the alarm system both warns the building's occupants and automatically summons assistance. (The alarm horn sounds in short blasts and the pattern of these blasts indicates the location of the alarm.)

A. Alarm Zones

The Regenstein Library is divided into nineteen zones. The zone in which the difficulty is occuring can be identified by the code sounded by the alarm. This audible code is repeated approximately three times before the alarm becomes continuous. The alarm will continue to sound until it is shut off manually by the building engineer.

B. Alarm Code

The alarm code consists of a pattern of short horn blasts, repeated three or four times, followed by a continuous blast.

The first signal of an alarm code pattern indicates the area, either the east or west side of the building: that is, one short blast of the horn indicates the west (stack) side of the building, and two short blasts of the horn indicate the east (reading area) side. After a pause, a second signal will indicate the floor This will consist of a number of blasts corresponding to the floor level. Thus, one blast will signify the first floor, three blasts the third floor, six blasts the penthouse, etc. Exceptions are the A and B levels, which are identified by an additional third signal. Thus, trouble in the East half of the A level would result in the following pattern: 2 - 1 - 1. This means that the alarm will sound:

2 short blasts, pause.....indicates East Reading Room area

1 short blast, pause.....indicates floor -- A level

1 short blast, longer pause...." " " "

repeat above 3 time

continuous blast

Alarm codes beginning with 3 or 4 blasts indicate special areas. See below.

CODE	LOCATION	ALARM PANEL ZONE
1-1	West side of stack entrance 1st floor	5
1-2	" " " " " 2nd floor	7
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VI. Response by Public and by Staff Without Emergency Assignments.

When a fire alarm sounds, all readers and all library staff who do not have specific emergency duty assignments are expected to leave the building without delay but in an orderly manner. They are to use the nearest emergency exits rather than the central stairway or other internal stairways since they do not lead directly outside. Library handout UCL 809 "Emergency Exits -- Joseph Regenstein Library" (see also Appendix III attached) indicates the locations of the exits on each floor.

VII. Response by Staff Having Emergency Assignments

A. Week Days: 8:00 a.m. - 5:00 p.m.

An emergency control officer who is the Floor Coordinator has been designated for each of the seven floors of the Library. Each emergency officer, in turn, has designated other staff to assume charge when he or she is not present and to assume part of the responsibilities in case of emergency.

When an alarm sounds, all staff with emergency responsibilities should listen to the alarm carefully to identify the location of the trouble (east or west areas and on what floor) and then report to the predetermined location on their floor. Unless otherwise noted, this predetermined location will be in front of, but several feet away from, the central staircase (stair 9). The first person arriving at the point will be in charge of operations in that area. This person will direct other staff to additional stations in that area in the following priority order:

1. A position in the stacks near the stack elevator and staircase #10.

2. An assigned ground floor door. (Each floor will be responsible for sending one employee to the ground floor emergency exits to the outside to hold the door open so that people will not continue past the outside door.)

Assigned doors are:

B Level	Stairway #7
A Level	#6
1st Floor	#5
2nd Floor	#4
3rd Floor	#3
4th Floor	#2
5th Floor	#1

3. Other heavily used or out-of-the-way areas as predetermined by the Floor Emergency Control Officer, such

as the Music Seminar Room (JRL 264), the Playthrough Room (3rd floor stacks), the Music Listening Rooms (JRL 305, 306, and 307), etc.

All library staff should help create a calm, stable atmosphere by maintaining a calm, informed attitude. The employees stationed in front of the main staircase (#9) or staircase #10 should direct people to leave the library through the emergency exits if staircases 9 or 10 become congested and people begin to back up. No one should try to stop a person from using any exit or staircase unless it is known that the route chosen will lead the person into an area of danger. Staff stationed near emergency exits should open these doors and direct people down them. Duties of staff positioned at ground floor outside emergency doors are detailed in the Appendix I.

When the alarm sounds, do not telephone to find out if the emergency is real. Take the actions described in this manual. Do call the Library Office (2-8740) with special problems such as evacuating an injured patron, a person in a wheelchair, etc.

Staff with emergency evacuation responsibilities should not occupy or remain at their posts if, in their judgment, their own safety is in jeopardy.

B. After 5:00 p.m. Weekdays and Weekends

The emergency officer for these hours is the Evening and Weekend Supervisor at JRL 160. The library staff after 5:00 p.m. and on weekends is too small to make a large enough contribution to evacuation to justify probable danger to themselves. Sucessful evacuation during these times depends on prior promulgation of procedures and evacuation routes. To this end, the procedure will be reviewed annually; forms UCL 809 B through 5, "Emergency Exits -- Joseph Regenstein Library" are posted on bulletin boards and made available as a library handout to all staff and patrons. Appropriate emergency exit signs are posted.

A bull horn is stored in the circulation office. If, in the opinion of the Circulation Services Supervisor, it is reasonable and safe to proceed through the Library announcing the emergency situation, he or she will proceed to each floor and direct persons to leave the building immediately.

It is understood that in all instances the staff will not remain in the building if, in their judgment, their own safely appears to be in jeopardy.

VII. Response to Alarm by University Police and Engineering Staffs

A. The University Police Staff

University Police Officers will direct the Chicago Fire Department to the trouble spot.

1. University Police is responsible for notifying the appropriate Engineering staff.

2. University Police Officers are responsible for directing recalcitrant persons to evacuate the building, if the Fire Marshall or University Police judges that to be necessary.

3. The University Police Officer will inform the Library staff when staff and patrons may re-enter the building.

B. Engineering Staff

A University engineer will report to the trouble spot.

1. If there is a fire he will, in cooperation with the University Police, see that the Chicago Fire Department is directed to the proper area.

2. If it is subsequently determined that the alarm is false, he will reset the local alarm and see that the alarm horns are turned off.

IX. All Clear Signal

When the emergency situation is over (or it is determined that there was a false alarm,) the all-clear will be announced on the first floor. Persons may then reenter the building through the main entrance.

X. Procedure Review

To effectively carry out the emergency evacuation detailed in this procedure, a regular review and an on-going means of informing staff and patrons are required.

A. Regular distribution to staff and patrons of the handout (UCL 809 B through 5) showing emergency exits and summarizing evacuation procedures.

B. Appointment of Chief Emergency Control and emergency control officers and deputies for each floor who will aid in any evacuations.

C. Annual review of procedures by the Chief Emergency Control Officer with each Emergency Control Officer to ensure that the

majority of staff in a department are familiar with the nearest emergency exits and that all staff with emergency assignments are clear about their duties.

D. Inspection of Emergency Doors and Stairs. The Administrative Assistant for Building Services will see that all emergency doors and stairs are inspected quarterly to ensure that all lights in the stairways are on and all signs are securely fastened to the walls. A written report will be made to the Chief Emergency Control Officer after each inspection.

EMERGENCY EVACUATION
THE JOSEPH REGENSTEIN LIBRARY
JANUARY 1988

APPENDIX I

DUTIES OF STAFF ASSIGNED TO GROUND FLOOR EMERGENCY DOORS

I. One employee from each floor is assigned to a specific ground floor emergency exit to the outside. Assigned doors are:

B Level	Stairway #7
A Level	6
First Floor	5
Second Floor	4
Third Floor	3
Fourth Floor	2
Fifth Floor	1

II. Duties when alarm sounds:

A. Proceed through stairway to ground floor. Hold the door open and remain at the door to direct and assist exiting readers.

B. Prevent Book Loss. No attempt will be made to check to see that all books removed from the building are properly charged. However, staff should watch for people who leave the building with large numbers of books or who otherwise arouse suspicion and ask them to remain nearby to be checked for proper charging as soon as this is feasible.

C. Inform people that the building cannot be re-entered through the emergency exits. If the alarm proves false, direct people to the proper entrance.

EMERGENCY EVACUATION
THE JOSEPH REGENSTEIN LIBRARY
JANUARY 1988

APPENDIX II

ADDITIONAL DEPARTMENTAL EVACUATION PROCEDURES

If applicable, detail below any special instructions given to your department's staff which they have been requested to carry out before evacuating the building.

A copy of these instructions should be on file (1) in each copy of the Library Manual in your department, (2) with the Chief Emergency Control Officer so he or she can judge whether these special instructions are in the best interests of your staff and the overall evacuation prodecures and (3) with the Library Office.

Department_____

Date Prepared_____

ADMIN:104:86(rev.)

COLORADO STATE UNIVERSITY LIBRARIES

TO: Libraries Staff DATE: January 28, 1987

FROM: Joan Chambers Joan Chambers
Director of Libraries

SUBJECT: Emergencies

I. POLICY

Emergencies require immediate and controlled responses which should be coordinated with campus agencies responsible for maintaining order, protecting staff, patrons and facilities, and disseminating information. Responsibility for closing the building belongs to the Director (PER:110-86). However, final responsibility and decision-making may be delegated to the Associate Director or, in the absence of both Director and Associate Director, to the Assistant Director for Research, Planning, and Facilities Management. The latter is also delegated responsibility for training, meeting code requirements, and assuring that response is timely and appropriate to emergencies. The line of authority (responsible officer) for dealing with emergencies shall proceed as follows, determined by whomever is in the building: The Director, Associate Director, Assistant Director for...Facilities Management, other Assistant Directors, Assistant Security Officer, (Circulation Librarian), and Duty Officer.

II. PROCEDURES

A. Duty Officer

During evening and weekend hours, or whenever appropriate, the responsibility for responding to emergencies falls to the following personnel designated as the Duty Officer: The Social/Sciences Humanities Librarian on duty is responsible for responding to emergencies during evening and weekend hours; when the general reference desk is not staffed the Circulation supervisor and/or late night security personnel are responsible.*

*During intersession and summer term, the Circulation Supervisor serves as the Duty Officer for all hours during which the General Reference desk is not staffed.

B. FIRE

1. As a general rule, staff are reminded that their first responsibility in a fire is to exit the building.

2. If a fire is detected, the library employee detecting the fire will first activate the fire alarm, then call campus police (9911) and give his/her name, location, and the nature of fire. Then s/he will contact the responsible officer (see Sect I. above) and the Preservation Librarian, at anytime, for further instructions.

3. In order to assure prompt and orderly evacuation of the building the Assistant Security Officer (Circulation Librarian), or the Security Officer, whomever is closest, will open the south door to the CSUL. The responsible officer will post "Danger Do Not Enter Building" signs at front doors. These signs are kept at the Circulation Desk.

4. Upon arrival of campus police, the responsible officer will assist them in whatever manner they request or direct. Fire and/or police will clear the building checking elevators and handicapped areas (rooms 6, 7 and 11) and areas where the fire alarm cannot be heard (see attached).

5. If re-entry is authorized after a building evacuation, the responsible officer directs staff to verify that all exits are secured and allows staff to return to their work stations in the building.

C. INJURY OR ILLNESS

1. If a <u>patron</u> requires medical attention or she/he requests it, call Campus Police (9911) and give his/her name, location, and the nature of the victim's condition. Then call the responsible officer. The Campus Police will determine whether the victim should be transported to a hospital and call an ambulance, if necessary.

2. If a <u>staff member</u> has a heart attack, seizure, other life-threatening health emergency or an injury that is so severe it requires that he/she be transported by ambulance, call Campus Police (9911) and give the staff member's name, location, and the nature of the victim's condition. Then call the responsible officer and the

Personnel Officer (for Worker's Compensation). By agreement with the Worker's Compensation office, the Campus Police will dispatch an ambulance to transport the staff member to Poudre Valley Hospital (rather than Doctors Care Center as indicated in 3 below).

3. If a staff member has non-life-threatening health emergency or an injury that does not require that he/she be transported by ambulance, call the responsible officer and the Personnel Officer (for Worker's Compensation). In order to file a Worker's Compensation claim under these conditions, the staff member must go directly (or be taken directly) to Doctors Neighborhood Care Center, 1740 S. College rather than to their own physician or to the hospital.

NOTE: If the person who encounters the ill/injured staff member is unable to determine if the illness or injury is life-threatening, always follow the procedures listed under 2.

D. NATURAL DISASTERS

On weekdays, closure of the Libraries is determined and announced by the Director of Libraries (PER:110-86) or Associate Director. During holidays, weekend or evening hours, the responsible officer determines whether the building will close after consulting with the Director of Libraries or the Associate Director, whenever possible, and subsequently notifies Campus Police of the decision. Announcement of building closure to the public via the public media is the responsibility of the CSU Director of Media Services.

1. Tornado

a. When directed by the responsible officer, the Loan Desk announces to the patrons and staff via the public address system:

"YOUR ATTENTION, PLEASE. DUE TO SEVERE WIND, ALL PATRONS ARE DIRECTED TO MOVE TO THE BASEMENT. PLEASE PROCEED IMMEDIATELY TO THE BASEMENT LEVEL AWAY FROM THE WINDOWS."

2. Heavy Winds

When directed by the responsible officer, the Loan Desk announces to the patrons and staff via the public address system:

"YOUR ATTENTION, PLEASE. DUE TO SEVERE WIND,

ALL PATRONS ARE DIRECTED TO MOVE AWAY FROM WINDOWS."

3. Flood

a. In case of heavy and prolonged rain, the responsible officer checks the building for flooding and if water is found entering the building the Preservation Librarian and Campus Police (9911) are notified. Appropriate Facilities or Custodial personnel should also be notified. Materials that are or may become wet should be moved away from the source of the water or covered with plastic sheets to prevent water damage. Circulation staff will know their location.

b. If closing the restrooms is necessary, Campus Police will delegate someone to make the following announcement over the public address system:

"YOUR ATTENTION, PLEASE. DUE TO FLOODING, give location, RESTROOMS IN THE BUILDING ARE CLOSED."

c. The responsible officer delegates staff to check and empty the elevators and turn off the power.

d. If the electrical power in the building is off, the responsible officer proceeds per instructions for electrical failure. See Section F below.

4. Snowstorm

a. If it is determined that blizzard conditions warrant the closing of the University, efforts will be made to provide access only service in the library. At the beginning of each semester the Circulation Department will identify 2-4 students who would be willing to provide such service in the event of such a University closure. In the event no students are available the library will be closed.

b. If the building is to be closed, read the following announcement via the public address system:

"YOUR ATTENTION PLEASE. DUE TO HEAVY SNOWFALL, THE BUILDING WILL CLOSE IN HALF AN HOUR. YOU HAVE FIFTEEN MINUTES TO CHECK OUT MATERIALS AT THE LOAN AND RESERVE DESKS."

c. The responsible officer directs staff to inspect and close the building per normal lock-up procedure.

E. MECHANICAL FAILURES

Utility outages, persistent odors, unusual noises, or obvious mechanical failures should be reported to the responsible officer who will call Campus Police (9911) or the appropriate Facilities Services Personnel. See enclosed listing on last page.

F. ELECTRICAL FAILURE

During power outage and light failure, emergency lighting will come on automatically.

1. The responsible officer directs staff to inspect the building to insure that emergency lighting is working in all areas, and to check elevators (3), room 203, and all restrooms to assure that patrons are not trapped inside.

2. In case of prolonged power outage (and the CSUL telephones are inoperable), the responsible officer calls from a pay phone to ask Campus Police when power is expected to come back on.

3. If it is determined that the power will not be restored, and that the building must be closed, the responsible officer delegates staff to walk around the building making the following announcement:

> "YOUR ATTENTION PLEASE. DUE TO POWER FAILURE, THE BUILDING IS CLOSED. PLEASE PROCEED TO THE FRONT EXIT IMMEDIATELY."

4. The responsible officer assigns staff at the exit to inspect patrons leaving for materials not checked out.

G. LAW AND ORDER

See "Security responsibilities of library employees" (ADMIN:108-82).

H. EMERGENCY PHONE NUMBERS

Authorized staff will respond as indicated above for each type of emergency. The phone numbers given below are for use ONLY when there is an emergency or when the library administration office is closed.

EMERGENCY

SUMMARY OF EMERGENCY PROCEDURES

Post this summary sheet on all staff bulletin boards. Supervisors should memorize it ahd have it readily available in case of an emergency. Remember to also notify your supervisor. The 9911 number should be used only when a quick response is required. Nights, holidays, and weekends, notify both police and/or responsible officer. When calling be prepared to give your name, the location (CSUL), and the nature of the emergency. STAY ON THE PHONE.

	NOTIFY	BY CALLING
ASSAULT/HARASSMENT	POLICE	6425 or 9911
BOMB THREAT	POLICE	6425 or 9911
DESTRUCTION OF PROPERTY MUTILATION - VANDALISM	POLICE	6425 or 9911
FIRE	POLICE	6425 or 9911
FLOOD - WATER DAMAGE	POLICE and FACILITIES MAINTENANCE	6425 or 9911 7250 or 221-4923
MEDICAL EMERGENCY	POLICE	6425 or 9911
POWER FAILURE	POLICE and FACILITIES MAINTENANCE	6425 or 9911 7250 or 482-3183
PROBLEM PATRONS	POLICE	6425 or 9911
SNOW EMERGENCY	Responsible Offier (CSUL) See page 1 of ADMIN:104	
THEFT	POLICE	6425 or 9911
WIND STORMS	POLICE	6425 or 9911

Georgetown University

EMERGENCY MANUAL
LAUINGER LIBRARY
June 1987
Administrative Office

INTRODUCTION

This Emergency Manual is a loose leaf guide to handling emergency situations within Lauinger Library. It is to be kept readily available in each department and also distributed to individual employees.

The topics are in alphabetical order. Each section has a weekday and an evening/weekend procedure. Weekday emergency procedures before 5:00 p.m. are printed on white paper. Emergency procedures which occur after 5:00 p.m. are printed on green paper. When an actual emergency occurs, individuals should use the step by step procedures shown in this manual to minimize danger to life and property.

The Audio Visual Learning Resource Center located in the Intercultural Building will use this manual as a basic emergency guide. In case of actual emergency, AVLRC in ICC will notify the Provost Office (4231) and follow their emergency/evacuation procedures. AVLRC in ICC will notify the person in charge of AVLRC in Lauinger of all emergency actions taken.

The Science Library located in the Reiss Science Building will use this manual as a basic emergency guide. In case of an actual emergency follow the emergency/evacuation procedure for the Reiss Science Building. Notify the Associate Librarian of all emergency actions taken.

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EMERGENCY PHONE NUMBERS

Facilities Maintenance Problems (week days) . . 4095
After hours 4343

Fire . . . . . (HELP) 4357

Mr. Joseph Jeffs, University Librarian 4095
After hours 762-1886

Mr. James DeLancey, Associate Librarian 4096
After hours 790-5694

Security 4343

IMMEDIATE ACTION

A. Evacuate area and close the door to confine the animal (if possible).

B. Dial Help (4357)

Give the following information.

1. Description of incident, animal and its behavior.
2. Exact location.
3. Name of person bitten and describe his/her condition.
4. Your name.

C. Security will be dispatched and G.E.R.M.S. will be called when the HELP number is dialed.

DIAL HELP

IMMEDIATE ACTION

A. Detain Caller

Recipient of phone call should detain caller as long as possible and obtain as much data as possible. Make notes or recordings (See BT1, Threatening Phone Call Form.) page 4

1. Exact words used.
2. Accent.
3. Sex.
4. Background noises.
5. Exact time.
6. Mental state of caller (excited, slurred speech, etc.)
7. Where is the bomb hidden (building., floor, room, location in room)?
8. What does the bomb look like (color, size, weight)?
9. When will the bomb detonate?
10. What kind of a bomb is it?

B. Call the University Librarian or Associate Librarian (4095). If after hours call security (4343).

C. Written bomb threats - to be hand carried immediately to the University Librarian or Associate Librarian.

D. HELP will be called from the Administrative Office.

E. The Administrative Assistant will notify the English Department (4949) and Bookstore (4069).

F. EVACUATION PROCEDURES - After decision to evacuate is made by the University Librarian or Associate Librarian.

1. Fire alarm bell should never be automatically rung except where expeditious evacuation is deemed essential.
2. PA systems should be employed.

DIAL (4095)

3. Evacuate using nearest stairs - **DO NOT USE ELEVATORS**.

4. The immediate areas adjacent to the building (out to at least 100ft.) should also be cleared of personnel, vehicles, etc. Security will assist with clearing immediate area.

5. Those responsible for clearing specific areas within the library should call Security for assistance in removing of unresponsive patrons.

6. Those responsible for clearing specific areas within the library should call Security if assistance is needed in removing any handicapped patrons.

7. Decision to reenter the Library will be made by the senior fire department official on the scene after consulting with GUPS.

G. **In the event Bomb or Suspicious Object is Discovered:**
(See BT2, where to look for a bomb.) **page** 6

1. Call Administrative Office **(4095)**.

2. Discovery will be reported to **HELP (4357)**.

3. Immediately evacuate the building. For Evacuation Emergency Procedure **(see B1, Emergency Evacuation Procedures.)** **page** 7

4. Decision to reenter the Library will be made by the senior fire department official on the scene after consulting with GUPS.

DIAL (4095)

THREATENING PHONE CALL FORM

Time call received_____Time caller hung up_____

Exact words of person placing call:_____

_____

_____

_____

_____

_____

_____

Questions to Ask:

1. When is bomb going to explode?_____

_____

2. Where is the bomb right now?_____

_____

3. What kind of a bomb is it?_____

_____

4. What does it look like?_____

_____

5. Why did you place the bomb?_____

Person receiving call_____

Dept._____Telephone No._____

Home Address_____

Home Telephone No._____

Date_____

BT1

DESCRIPTION OF CALLER'S VOICE

Male_____ Female_____

Young_____ Middle Age_____ Old_____

Tone of Voice_____

Accent_____

Background Noise_____

Is voice familiar?_____

If so, whom did it sound like?_____

Remarks:_____

LIKELY PLACES OR AREAS FOR SUSPECTED DEVICES

1. Lockers.
2. Behind pictures or clocks.
3. Under loose boards.
4. Where fresh paint or plaster is observed.
5. Behind and under sinks and plumbing (often suspended).
6. Basement area.
7. Potted plants (disturbed dirt).
8. Under stairwells.
9. Inside stoves, refrigerators, and cabinets areas.
10. Waste baskets and disposal cans.
11. Inside television and radio cabinets.
12. Automobiles (all compartments and concealed areas).
13. Closets.
14. Air conditioners, heating vents, and flues.
15. Inside hollow base lamps.

IMMEDIATE ACTION

A. Stay Calm

DO NOT GET INTO AN ARGUMENT. Speak calmly and firmly to the person involved.

B. Listen

Try to accept the person's point of view.

C. Violence Potential

Be alert to the possibility of violence. Telephone **HELP (4357)** and give the following information, if known:

1. The person's name.
2. The symptoms.
3. The precise location of the person (Lauinger or Science).

D. Be Patient

Gain as much time as possible since a person's perception may be only temporarily distorted.

GENERAL INFORMATION

A. Causes

Psychiatric crises can be caused by many things ranging from scholastic pressures to drug withdrawal.

B. Actions

Psychiatric antagonism may be either directed against one's self or someone else, suicide and homicide being the most extreme forms.

C. Your Attitude

Library personnel should always be pleasant, considerate, helpful and understanding. A mentally disturbed individual may only require a slightly abrasive experience to reduce him to desperation.

DIAL HELP

Area No.: 100 (General information)
Directive No.: 1
Page No.: 1 of 3
Issued By: Paul J. Doebel, Director
of Campus Security and
Disaster Preparedness

Effective date: April, 1981
Termination date: Indefinite
Reference/Document Location:

TORONADO PREPAREDNESS PLAN --

I. Advance Preparations:

A. Instruct all departmental personnel regarding internal procedures prior to each tornado season (March 1 - August 1).

B. See that guidelines for your unit's internal procedures are typewritten and available. These should be distributed to personnel and posted for the public.

C. Designate specific personnel in your department to monitor the plan during a "Watch" or "Warning". Report the names or title of such personnel to the Library Office (e.g., "Supervisor on Duty" for smaller units; specific supervisors or deputy supervisors in complex staffing units). Update these names annually, before the start of the tornado season.

II. Tornado WATCH Alert:

In the event of a watch alert you will be notified through the Campus Telephone Alert System initiated by the Director of Campus Security and Disaster Preparedness. The alert will not necessarily coincide with the local radio reports. It will contain the following message:

"This is Mr./Ms. _____ relaying a message from the Office of the Director of Security and Disaster Preparedness. Champaign County is under a "tornado watch" alert from ____ a.m./p.m. to ____ a.m./p.m. Listen for radio announcements and tornado air horns. Should "take cover" warnings be heard, be prepared to implement your tornado preparedness plan and assist in the movement of your personnel to protected areas. Please relay this information in accordance with the Telephone Alert System."

A. Inform all personnel in your department or jurisdictional area of the WATCH alert by means of telephone or in person.

Turn radios or TV to local stations (WILL, AM-580/FM-91; WDWS, AM-1400/FM-97.5) and be alert for "take cover" warnings. Battery operated radios should be available to take to "take cover" areas designated. (The general public and students in the Bookstacks, Circulation area, public catalog area, and corridors on the second floor, will be provided this information by the Circulation Desk Supervisor.)

In the stacks:

WARNING: Three long bells and flashing lights. (Bullhorns will be used in the Bookstacks to provide information while under a WARNING.)

III. Tornado WARNING - Take Cover:

Listen for sounding of air horns on campus. In the event of a Tornado WARNING take precautionary measures for a period of 30 minutes. If the immediate danger continues to exist, the warning signal will be sounded again at the end of that 30 minute period, or any time after that 30 minute period that a new immediate danger develops. No all clear signal will be sounded. Following the lapse of 30 minutes from the last sounded warning signal, individuals should feel free to go about their daily routines, but should remain alert to future warnings during the remainder of the tornado watch and/or warning period if one had been announced. (These horns are tested briefly at approximately 10:00 a.m. the first Tuesday of every month. Listen during these tests to become familiar with the horn signal.)

A. "TAKE COVER" areas of the General Library Building have been designated as follows:

1. Go to a basement or lower floor. Use interior hallways. The east corridors of the basement level and the tunnel to Undergrad are primary "take cover" areas.

2. In the Stacks, the first deck which is below ground is also a primary "take cover" area.

B. "Guidelines on areas to AVOID":

1. Areas with windows. If unavoidable, lower blinds or close drapes to protect from broken glass.

2. Corridors with exterior doors to the outside.

3. Upper levels where roofs may be blown off (e.g., 4th floor).

4. Spaces opposite doorways, particularly those facing south or west (e.g., Ground Level North-South Corridor).

5. Locations under skylights (e.g., public Catalog/Reference and Circulation Desk areas).

6. Locations where interior doors swing. These may swing violently.

7. If possible, avoid the narrow north stairs leading to the basement from the first floor. These stairs could become a bottleneck.

C. Follow these instructions:

1. Do not remain outside. Seek indoor protection in one of the designated "take cover" areas.

2. Do not use building elevators. The power may go off.

3. Avoid crowded stairways, when possible.

4. Open windows slightly on sides away from the storm. This will permit pressure equalization and will minimize wall and window "pop outs".

5. Assume a seated position on the floor, with the head down and hands locked over the head during a disaster period. If you are wearing a heavy jacket or have access to other heavy cloth material, use these items to cover your upper body and head. This will help protect you from any flying glass or debris. Always try to stay close to the floor.

6. Leave a passage through the center of each hallway or evacuation area.

7. For those outside during a tornado warning with insufficient time to move inside for shelter, find shelter in a ditch or other low spot below grade level if possible. If on flat ground and in the path of a tornado, move at right angles to its path.

See also:
Telephone Alert System

Index:
Tornado Preparedness Plan

Area No.: 100 (General Information)
Directive No.: 9
Page No.: 1 of 3
Issued By: Approved by Administrative Council

Effective Date: December 13, 1982
Termination Date: Indefinite
Reference/Document Location: Administrative Council Minutes

LIBRARY WEATHER EMERGENCY

Campus Administrative Manual Directive V/A-2 is interpreted to include the Library among the essential research support services which are required to continue despite inclement weather. Therefore, AS A GENERAL RULE THE LIBRARY WILL NOT BE CLOSED EVEN UNDER ADVERSE WEATHER CONDITIONS. This will hold true both on weekends, when classes are not in session and also during the week should classes be cancelled.

If weather conditions are severe enough that travel to work would involve risk to library employees, the Library will request permission from campus officials to declare a weather emergency and to function with minimal staff and reduced services. In a weather emergency the following units should be prepared to open with minimal staff:

Circulation
Telephone Center
Reference
Undergraduate Library
Education Library
Commerce Library

Definition and Identification of Emergency Staff

Department heads should determine the smallest number of staff members needed to provide basic access to the collections and study space in the above units. At the beginning of each semester individuals on the staffs of each of the units who would be able to reach the Library despite severe weather conditions should be identified. These staff members should be charged with the responsibility for opening the above units when a weather emergency is declared.

Procedures for Declaring a Weather Emergency

1. On days when weather is severe, regularly scheduled staff in the above units should inform their department head that they are unable to get to the Library as soon as possible and NO LATER THAN ONE HOUR BEFORE OPENING. If regularly scheduled staff in either Circulation or the Undergraduate Library are unable to come to work, the Head of either of these two departments should notify the University Librarian. If the University Librarian is unavailable, the following individuals should be called in order until someone charged with the authority to declare a weather emergency is reached:

Director of General Services
Director of Departmental Library Services
(the first two in order of seniority)
Director of Administrative Services
Director of the Law Library
Head of Central Reference Services or designee

2. After being notified by either Circulation or Undergrad of staffing problems, or based on advanced weather information he has received from other sources, the University Librarian will call Paul Doebel, the Associate Vice Chancellor for Administrative Affairs, and request that the Library be authorized to function on a weather emergency schedule. It will be part of Mr. Doebel's procedures to release a public service announcement to be broadcast on local radio stations informing both Library staff and the public that the Library is maintaining minimum services only. The statement will say:

> The University Library is functioning on a weather emergency schedule. Only designated personnel are required to report to work. Minimal services to the public will be provided in the main Library building. Other libraries may be closed.

3. With Mr. Doebel's authorization, the University Librarian will call the two Directors to inform them that the Library is to function at a minimal staff and service level.

4. The Directors will in turn notify the Assistant Directors who will see to it that all library units are informed of the emergency schedule.

5. Designated staff members in Circulation, Telephone Center, Reference, Undergrad, Commerce and Education will be notified by their department heads to report to work and to provide those services which have been agreed upon in advance with their department head. Emergency personnel available will staff units in priority order as follows: Circulation, Telephone Center, Reference, Undergrad, Education and Commerce. Circulation will coordinate deployment of emergency staff.

   Other units of the Library will decide whether to open based on the availability of staff and any special service considerations. Any other units which are open should notify the Telephone Center. Telephone Center will inform Reference and put a YALL message on LCS indicating which units are open.

Implementation

1. Units which must be open should identify designated emergency personnel early in both the fall and spring semesters. A list of designated emergency personnel with telephone numbers should be kept at the Circulation Desk and in the Library Office.

2. Unit heads should draw up minimal service priorities and instructions for emergency personnel to be kept at the main service point in the unit. Copies of these instructions should also be maintained at Circulation and in the Library Office.

Procedures for Early Closing

In the event that severe weather conditions develop while the Library is open and worsen throughout the day, library departments may close early if there are no non-academic staff members scheduled to work who prefer to work rather than to go home. This decision will be made by staff in charge of each unit at the time but only after consultation with the head of the department or the appropriate Assistant Director or Director, if the department head is unavailable. Units closing early should notify Circulation and Reference by telephone and should send out an LCS YALL message to inform other library units. In the case where the building must be locked if the unit closes, the University Librarian should be notified of early closing so that the Campus Police can be instructed to see that the building is locked.

Personnel Policies

When a Library weather emergency is officially declared, the absence of regularly scheduled staff will be considered excused with pay. When no weather emergency is declared and the employee cannot report to work, she/he will be excused but the absence will be charged to vacation leave. If driving conditions become difficult during the course of the work day and the employee feel she/he should leave early, such time will be excused if authorized by the supervisor and charged to vacation on an hourly basis.

In the event that an employee has insufficient accrued vacation time to cover time losses, such needed vacation credit will be advanced to and subsequently made up by the employee.

Employees who choose to work during periods of inclement weather may do so even though their unit may not be maintaining its scheduled hours.

In case of abbreviated schedules, the following guidelines apply:

Students may be rescheduled withinn the pay period to make up the hours. Students are paid only for hours actually worked.

Non-academic staff may make up the time within the pay period or take vacation time.

Academic and graduate assistants are not hourly employees and may adjust their schedules or take vacation.

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Issued by: Administrative Council

Effective Date: January 21, 1988
Termination Date: Indefinite

FIRE ALARM EMERGENCY PROCEDURES - Main Library

The following procedures should be followed in the event of a fire or fire alarm in the Main Library Building. In departmental libraries not located in the Main Library Building, fire emergencies should be handled according to procedures followed by the department in the respective building.

NOTIFICATION PROCEDURES

1. An alarm should be turned in by any library employee who first detects or discovers the following:

   A. Visible flames

   B. Visible smoke

   C. Strange and unusual odors

2. The employee should immediately:

   A. Notify the University Fire Department, 333-2424.
   Supply the following information:

      1. Type of emergency (flames, smoke, odor)

      2. Location in building of emergency

      3. Your name

      4. Library address (1408 W. Gregory)

   B. Notify one of the following offices, depending on the time of day or week:

   Notify the University Librarian's Office (333-0791):
   8 a.m. - 12 (noon)
   1 p.m. - 5 p.m. Monday-Friday
   or
   Notify the Undergraduate Library (333-3476 or 333-1031):
   12 (noon) - 1 p.m., Monday-Friday
   After 5 p.m. on Monday-Friday
   On weekends

C. Activate the nearest fire alarm pull box.

3. The University Librarian's Office or the Undergraduate Library staff will immediately:

A. Notify the Library Telephone Center whose staff will send a YALL message over LCS.

B. Initiate the Library Telephone Alert System. (If alarm sounds from Noon-1 p.m. the Undergraduate Library should call all offices on the Telephone Tree which the University Librarian's Office would normally call. If after 5 p.m. evenings or on weekends, the Undergraduate Library should call Circulation.)

4. The Central Circulation staff will immediately activate the Sixth Stack fire alarm when they receive the first warning of fire anywhere in the Main Library Building.

ALARM MESSAGE

Alarm messages are always to be treated seriously. When conveying a telephone alarm message to other library units, NEVER minimize the message by suggesting that the event is "only" a drill, that you "think" there is a fire, etc.

Be succinct and clear when conveying the telephone message. Speak in a loud tone of voice. Remember that the person to whom you are speaking may be an inexperienced student who has never participated in a fire emergency.

The message should be stated as follows: "This is ___(name)___ in the ___(department name)___. The fire alarm in the Main Library Building has gone off. Contact the next units on the Telephone Tree. Tell all staff and patrons in your department to evacuate the building immediately."

If you are unable to reach the next unit on the Telephone Tree by telephone, continue to telephone succeeding units on the Telephone Tree. Then, attempt to communicate the alarm message in person to the unit(s) you could not reach, provided that doing so will not jeopardize your personal safety.

EVACUATION PROCEDURES

1. Library employees should notify all patrons and other staff in their department that the fire alarm has sounded in the building and that all occupants must evacuate the building.

2. Patrons who refuse to evacuate the building cannot be forced to do so. A staff member should clearly inform the patron of the imminent danger to his or her safety. The employee should then continue with evacuation procedures.

3. Library staff should assist all handicapped workers and patrons, specifically those in wheelchairs, in exiting the building as follows:

   a. If smoke or flames are not visible in the immediate area, help the handicapped person to the nearest elevator and escort them out of the building.

   b. If smoke or flames are visible, follow these instructions:

      1) Help the handicapped person(s) to the safest area (i.e., area with least amount of smoke) on your floor. The handicapped should wait here for firefighters to help them from the building. (It is not advisable for staff to attempt to get handicapped individuals, in or out of their wheelchair, down stairways, except as a last resort.)

      2) Immediately contact the Fire Department at 3-2424 with the exact location of the handicapped person(s), the number of person(s), and the nature of their handicap.

      3) Go to the north (Wright Street) entrance of the building and wait there to advise firefighters where the handicapped person(s) is located.

4. Library employees are not to remain in the building. All staff should leave the building after evacuating patrons from their departments.

5. Departmental libraries and offices should not be locked. Lights should not be turned off. Fire and rescue workers must have access to all areas of the building.

6. Do not remain in the first floor foyers or corridors during a fire alarm or emergency. Evacuation requires that all employees and patrons go outside the building regardless of weather conditions or perceived (lack of) danger.

7. During the fire alarm or emergency, library employees waiting outside the building can help by warning approaching people not to enter the building and by advising people to vacate the first floor foyers and vestibules.

REENTRY PROCEDURES

A staff member of the Circulation Department will be designated to go to the Wright Street Entrance of the Main Library Building to communicate with the Fire Department "shift officer" throughout the duration of the fire emergency or alarm. As he receives information about the status of the emergency, the Fire Department "shift officer" will report such information to the Circulation Department staff member. The shift officer will inform this

person when it is safe to reenter the Building. The Circulation Department staff member will then proceed to the four exits of the Building to announce that people may reenter the Library.

All staff should return immediately to their respective work sites when it is safe to reenter the building. If the fire alarm or emergency continues after closing time, one staff member from each unit should remain until it is safe to reenter the Building and lock their departmental library or unit.

TRAINING

Heads of all library units are responsible for advising all employees of fire safety and emergency procedures. Information concerning location of fire extinguishers, evacuation routes, emergency notification procedures, etc. should be provided to all employees on a regular basis. It is important to repeat and reiterate such procedures, even for veteran employees. All library employees, with the exception of student assistants, should attend a Fire Department safety session. These are scheduled to instruct employees in fire safety measures.

SELECTED READING LIST

SELECTED READING LIST

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Deeney, Marian. "Disasters: Are You Ready If One Should Strike Your Library?" Southeastern Librarian 35 (Summer 1985): 42-45.

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